

Shipping, Delivery and Exchange Policy: B-52

This policy explains how B-52 orders from **Security Brigade InfoSec Private Limited** are delivered. B-52 is a penetration-testing service, bought and delivered online under the B-52 [Terms of Service](#).

The short version

Question	Answer
Is anything shipped?	No. Nothing physical is shipped, and there are no shipping charges .
How is the service delivered?	Electronically. Testing runs on B-52's platform, and your findings and report are delivered in the B-52 dashboard .
When does delivery start?	We contact you within 1 business day of payment to confirm the scope and your written authorisation. Testing starts within 2 business days of both being confirmed, or on a later date you choose. Results appear in your B-52 dashboard as the assessment runs.
What if I am outside India?	Delivery is the same, on the same timelines: online, with no courier and no customs.
Can I exchange an order?	Exchanges do not apply to a service. A change of scope follows the Terms of Service, and cancellations and refunds follow the Cancellation and Refund Policy .

1. Nothing is shipped

B-52 is a service delivered online. We do not ship anything physical, so there is no shipping address to give us, no courier and no shipping charge. The price shown in the pricing wizard, or in your quotation or proposal, is the price of the service, with GST shown separately where you are billed in India (Terms of Service, section 3.2). Nothing is added for shipping.

2. How the service is delivered

- 1. Payment confirmed.** Once your payment is received, we email an order confirmation to the address on your order.
- 2. Scope and authorisation.** We contact you within 1 business day of payment to confirm the target, the scope and your written authorisation (Terms of Service, section 4), and to agree any operational restrictions. Testing starts only once the target, the scope and your written authorisation are confirmed.
- 3. Testing.** Testing starts within 2 business days of that confirmation, or on a later date you choose. The assessment runs on B-52's platform, against the targets you authorised and within the confirmed scope.
- 4. Results.** Results appear in your B-52 dashboard as the assessment runs, and the report is delivered there too.

A Continuous programme reports its findings through the B-52 dashboard and in the reports its proposal describes. Services agreed by proposal (Terms of Service, section 2.2) are delivered as their proposal sets out.

3. When delivery happens

We contact you within 1 business day of payment to confirm the scope and your written authorisation. Testing starts within 2 business days of both being confirmed, or on a later date you choose. Results appear in your B-52 dashboard as the assessment runs.

In a Quarterly or Annual programme, testing starts with the first assessment, and the programme's 12 months start on the date it starts (Terms of Service, section 2.1). The later assessments run over those 12 months, to the schedule agreed with you when the scope is confirmed. You can ask to move a date (Terms of Service, section 6).

4. Buyers outside India

Delivery is the same wherever you are: online, on B-52's platform and on the same timelines (section 3), with your results in the B-52 dashboard. There is no courier and no customs process. Buyers billed outside India pay in USD (Terms of Service, section 3.2).

5. Exchanges and changes of scope

B-52 is a service, so there is nothing to return or exchange. What can change is the scope, and **scope only goes up**:

- If the confirmed scope is larger than your order, we send you a revised quote. You can approve it and pay the difference, or decline it and receive a full refund. Testing does not start until you have done one or the other.
- If the confirmed scope is smaller than your order, the price stands.

Cancellations and refunds follow the [Cancellation and Refund Policy](#). If we fail to deliver the service you bought, you receive a full refund, as that policy sets out.

6. If something goes wrong with delivery

If you have paid and have not received your order confirmation, or you cannot reach your findings or report, email sales@securitybrigade.com with your order or payment reference.

7. Contact

Security Brigade InfoSec Private Limited

- Registered and operating office: A 2604, Lodha Adrina, Lodha Park, Opp. Hard Rock Cafe, Pandurang Budhkar Marg, Worli, Mumbai 400013, Maharashtra, India
- Phone: +91-022-41642220

- B-52 orders and delivery: sales@securitybrigade.com
 - General enquiries: contactus@securitybrigade.com
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