

# GhostGuard — Refund Policy

Last updated: 05 January 2026

This Refund Policy explains when refunds may be available for purchases of GhostGuard (“Service”) provided by Ghostly Solutions L.L.C-FZ (“Ghostly Solutions”, “we”, “us”, “our”). This policy should be read together with the GhostGuard Terms of Use.

## 1) How GhostGuard is purchased

GhostGuard may be installed from browser extension stores, but all paid plans are purchased directly from Ghostly Solutions via Stripe inside the product. Browser extension stores are used for distribution/installation only and do not process GhostGuard subscription payments.

## 2) Subscriptions and cancellation

You can cancel your subscription at any time from within the product or by contacting support. Unless otherwise required by law, cancellation stops future renewals and access typically remains active until the end of the current paid billing period.

## 3) When refunds may be granted

Refunds are not guaranteed and are granted only in the following cases (unless applicable law requires otherwise):

### 3.1. Billing errors

We will issue a refund or credit for verified billing mistakes, such as:

duplicate charges,

an incorrect plan price charged due to our error,

charges after confirmed cancellation (where applicable).

### 3.2. Unauthorized transactions

If you believe a payment was unauthorized, contact us immediately. We may request supporting information. We may decline a refund if we reasonably determine the charge was authorized or if the claim is abusive or fraudulent.

### 3.3. Legal requirements

We will provide refunds where required by applicable law.

### 3.4. Discretionary refunds

In limited cases, we may provide a discretionary refund (full or partial) at our sole discretion, for example where the Service experienced a material, prolonged outage attributable to us.

## 4) What is generally not refundable

Unless required by law, we generally do not refund:

used or partially used subscription periods,

renewals that have already been processed,

fees related to third-party services, taxes, bank charges, or currency conversion fees we do not control.

## 5) How to request a refund

To request a refund, email: [ghostguard.support@ghostlysolutions.ae](mailto:ghostguard.support@ghostlysolutions.ae)

Please include:

- the email address used for purchase
- invoice/receipt ID (if available)
- purchase date and amount
- reason for the request
- any relevant screenshots or billing evidence
- We may ask for additional information to verify the claim

## 6) Payment processing (Stripe)

Payments are processed by Stripe. If a refund is approved, it will be issued back to the original payment method where possible. Timing for funds to appear may vary by bank/payment provider.

## 7) Chargebacks

If you initiate a chargeback without contacting us first, we may suspend access to the Service while the dispute is investigated. If the chargeback is resolved in our favor, you remain responsible for any associated fees charged to us by payment providers.

## 8) Changes to this Refund Policy

We may update this Refund Policy from time to time. The “Last updated” date above reflects the effective date.

## 9) Contact

Ghostly Solutions L.L.C-FZ

Meydan Grandstand, 6th floor, Meydan Road, Nad Al Sheba, Dubai, United Arab Emirates

Email: [general@ghostlysolutions.ae](mailto:general@ghostlysolutions.ae)

Support: [ghostguard.support@ghostlysolutions.ae](mailto:ghostguard.support@ghostlysolutions.ae)