

LEGAL

Refund Policy

If StatusDNS is not right for you, tell us within 14 days of your first purchase and we refund it. Here is exactly how it works.

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This Refund Policy (the “**Policy**”) is part of the contract between you and **InsideMaps Bulgaria EOOD** (“**StatusDNS**”, “we”, “us”), registered in Sofia, Bulgaria under EIK 205550879. It explains when you can obtain a refund for a paid StatusDNS plan. Paid plans are sold by our Merchant of Record, **Paddle.com Market Ltd** (“Paddle”), which issues all refunds to the original payment method. Read this Policy together with our **Terms of Service**; where they conflict, the Terms prevail except for non-waivable consumer rights, which always come first (Section 5).

Quick summary: 14 calendar days money-back on the first payment of a new subscription, no reason needed. Email support@statusdns.com with your Paddle order number. A renewal you purchase yourself for a further 12 months is treated as a new purchase and is refundable within the same 14-day window. Consumers in the EU, UK, Australia, Canada and the US keep all statutory rights.

1. Our 14-Day Money-Back Guarantee

1.1 What it is. If you purchase a paid StatusDNS plan for the first time and are not satisfied for any reason, you may request a full refund of that first payment within **14 calendar days** of the purchase date, wherever you live.

1.2 How the window is counted. The window starts on the day Paddle confirms your payment and ends at 23:59 UTC on the 14th calendar day.

1.3 What it covers. The 12-month prepaid payment for a plan, whether or not it followed the free month (plans never renew automatically, so there are no unexpected charges). It does not cover, upgrades of an existing paid plan (the prorated difference), or a second purchase after an earlier refund.

1.4 Trials. Because paid plans can be tried free for 14 days without a payment method, the guarantee is intended for cases where the plan turned out not to fit after payment — please use the trial first where you can.

2. How to Request a Refund

Send an email to support@statusdns.com with the subject “Refund request” and include: the email address on your StatusDNS account; the Paddle order or receipt number (in the email Paddle sent you); the date of purchase; and, optionally, the reason — it helps us improve. We acknowledge requests within one Business Day (Mon–Fri 09:00–18:00 EET) and normally decide within three Business Days. Requests sent through other channels are not processed. You may also contact Paddle directly at paddle.net (<https://paddle.net>); Paddle will coordinate with us.

3. When We May Decline a Refund

We may decline a request where: (a) the 14-day window has passed (subject to Section 5); (b) the payment is an upgrade of an existing paid plan already used for more than 14 days; (c) the account has materially breached the Terms of Service or Acceptable Use Policy; (d) a chargeback or payment dispute has already been opened for the same charge; (e) there is reasonable evidence of fraud or repeated refund abuse across accounts; or (f) the plan was used far beyond ordinary evaluation — for example the full API quota or monitoring limit consumed for client work — and then refunded, in which case we may offer a partial refund instead. A declined request never affects your statutory rights.

4. Approved Refunds — Processing

4.1 Method. Refunds are issued by Paddle to the original payment method only. We cannot refund to a different card or account.

4.2 Timing. We instruct Paddle within three Business Days of approval; Paddle typically processes the refund within 5–10 Business Days, after which your bank or card issuer may take additional time to show the credit.

4.3 Amount. The full amount charged, including VAT. We do not deduct fees, except where a partial refund is agreed under Section 3(f).

4.4 Effect. On refund the subscription is cancelled immediately and the account returns to the Free plan with its limits; monitoring beyond the Free limit stops and history beyond the Free retention period is deleted after 30 days. You may keep using the free tools.

5. Your Statutory Consumer Rights

If you are a consumer (a private individual acting outside a trade or profession), the law of your country may give you rights that apply in addition to this Policy and cannot be removed by it.

5.1 European Union and EEA. Under Directive 2011/83/EU you may withdraw from a distance contract within 14 calendar days without giving a reason by sending a clear statement to support@statusdns.com (a model withdrawal form is available on request). Because the Service starts immediately, by starting a paid plan you expressly request immediate performance and acknowledge that you will owe a proportionate amount for the service used up to the moment you withdraw; our voluntary guarantee in Section 1 is more generous and applies alongside. Refunds due under the withdrawal right are made within 14 days.

5.2 United Kingdom. You have equivalent rights under the Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015, including remedies where a digital service does not conform to the contract.

5.3 Australia. The Service comes with guarantees that cannot be excluded under the Australian Consumer Law. For a major failure you are entitled to cancel and receive a refund for the unused portion or compensation for its reduced value; for other failures, to have the problem remedied in a reasonable time.

5.4 Canada. Canadian consumers retain all rights under federal and provincial consumer-protection legislation. Quebec residents may request a French version of this Policy at support@statusdns.com.

5.5 United States. US consumers retain all rights under the Federal Trade Commission Act and the consumer-protection and consumer-protection laws of their state of residence. Plans are fixed-term and never renew automatically; you can turn off a plan's monitoring or move to Free at any time from *Account → Plan & Billing*.

6. Chargebacks

If you do not recognise a charge or have a problem with a purchase, please contact us at support@statusdns.com first — the charge on your statement references **Paddle**, not StatusDNS, and we can identify and resolve it faster than a dispute can. Opening a chargeback without first giving us a reasonable opportunity to resolve the matter is a breach of the Terms of Service and may lead to suspension of the account; we will provide Paddle and the card network with the evidence of your purchase and usage. This does not affect any non-waivable statutory right to dispute a transaction.

7. Changes to This Policy

We may update this Policy. The version and "Last updated" date appear at the top of this page. Changes apply to purchases made after the effective date; the policy in force at the time of your purchase applies to that purchase.

8. Contact

InsideMaps Bulgaria EOOD, Graf Ignatiev St 44-A, fl. 4, 1000 Sofia, Bulgaria ·
support@statusdns.com · Mon–Fri 09:00–18:00 EET.