

Refund Policy

Under the laws applicable in your jurisdiction, you may qualify for a refund. Unless more favorable provisions apply you are entitled to the following:

1. When you purchase a Subscription, you expressly request that we provide you with immediate access to use the Services and that your consent to such immediate access will impact your Consumer cancellation rights as follows:

(a) You forfeit cancellation rights once the service is fully performed. No refunds are issued even if the 14-day free cancellation period ("Cancellation Period") hasn't expired.

(b) To cancel within the Cancellation Period before full-service performance, you have to pay for the period prior to the cancellation request and will be refunded only for the remainder of the term after the cancellation request.

2. If following your purchase of Subscription, Hack The Box, hasn't provided you with access to the Services, and you are within the Cancellation Period, you may request for a full refund.

3. Refunds, where applicable, are issued in the same currency and via the same payment method as the original order, within 14 days of cancellation notice.

4. For cancellation assistance, please contact us via our [Contact Page](#).

5. For detailed consumer rights information, visit [Citizens Advice](#) at or call 0808 223 1133.