



MasterVM UG (haftungsbeschränkt)  
Wilhelmstraße 74, 38100 Braunschweig

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## CANCELLATION & REFUND POLICY

*Last updated: April 16, 2026*

### 1. Statutory Right of Withdrawal

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Consumers within the EU have the right to withdraw from this contract within **fourteen days** without giving any reason.

### 2. Compensation for consumed bandwidth

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In the event of a withdrawal, we will deduct the costs for the bandwidth already consumed from the refund amount.

### 3. Cryptocurrencies

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Payments via cryptocurrency are final due to AML policies. A refund is excluded in this case.

- Crypto payments are final.
- No payout of crypto credits.

### 4. Refundable methods

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- Bank transfer (SEPA)
- Credit cards (via Stripe)

### 5. B2B (Business Customers)

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The right of withdrawal only applies to consumers (§ 13 BGB). There is no automatic claim for B2B customers.

Braunschweig, April 18, 2026

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MasterVM UG (haftungsbeschränkt)  
Almedine Iseni, Director

