
Refund Policy

Bleedpoint Revenue Audit Service

Service Provider: Bleedpoint (a product of CloudSec Global LLC) **Document Version:** 0.9 **Effective Date:** April 26, 2026

1. Overview

Bleedpoint stands behind the value of its revenue audit service. This Refund Policy explains:

- The money-back guarantee on one-time audits
- How to request a refund
- What's eligible (and what isn't)
- Cancellation rules for monthly monitoring subscriptions

We've tried to keep this short and clear. If you have questions, email guarantee@bleedpoint.com.

2. The 5x Money-Back Guarantee

2.1 What We Promise

If your one-time Bleedpoint audit identifies less than **\$745 USD** (5x the audit fee) in total revenue leakage, you can request a full refund of the \$149 audit fee.

In other words: if we don't find at least 5x what you paid us, you don't pay.

2.2 What "Total Identified Revenue Leakage" Means

The dollar amount used to determine guarantee eligibility is the **total identified revenue leakage** shown in your audit report — the combined dollar value of all findings across all audit checks (failed payments, involuntary churn, legacy pricing, zombie subscriptions, discount leakage, and any other findings).

This amount is shown prominently on the first page of your audit report.

2.3 Eligibility Requirements

To qualify for a refund under the 5x guarantee, all of the following must be true:

- The audit was a paid one-time audit (free preview audits are not eligible — they're already free)
- The audit completed successfully and a report was delivered to you
- The total identified revenue leakage in the report is less than \$745 USD
- You request the refund within 30 days of report delivery

2.4 What's Not Covered

The guarantee does not apply to:

- The \$49/month monitoring subscription (see Section 4 for monthly cancellation)
- Audits where you provided invalid OAuth credentials or revoked access mid-audit (preventing complete analysis)
- Cases where the audit was unable to complete due to unusual conditions in your billing platform that we couldn't process (we'll work with you in good faith on these — see Section 3.4)

3. How to Request a Refund

3.1 Refund Requests Are Not Automatic

Refunds are not processed automatically. Even if your audit findings are below the \$745 threshold, you must explicitly request a refund.

3.2 How to Submit a Request

Send an email to guarantee@bleedpoint.com within 30 days of report delivery, including:

- Your audit ID (found at the top of your report and in the email confirming report delivery)
- A brief reason for the refund request (one or two sentences is fine)
- The email address associated with your Bleedpoint account

You don't need to justify the request beyond confirming the basics. If your findings are below the threshold and you ask within the window, the refund is yours.

3.3 Processing Timeline

- We'll respond to your request within 2 business days to confirm receipt
- We'll verify the refund eligibility (typically same day)
- Approved refunds are processed within 5 business days of approval, via the original payment method
- Funds typically appear on your statement within 5–10 business days, depending on your bank or card issuer

3.4 Edge Cases

If your audit was incomplete or had unusual issues that prevented a clean finding total, email guarantee@bleedpoint.com. Depending on the situation, we may re-run the audit at no charge.

4. Monthly Monitoring Cancellation

4.1 Cancel Anytime

You can cancel your \$49/month monitoring subscription at any time:

- From your Bleedpoint dashboard, or
- Through the Stripe Customer Portal link in your billing receipts, or
- By emailing support@bleedpoint.com (we'll process it for you)

Cancellation takes effect at the end of your current billing period. You retain full access through the end of that period.

4.2 No Proration

We do not prorate partial months. If you cancel on the 15th of a month, you keep monitoring access through the end of that month — no partial refund for the unused days.

4.3 No Refunds on Monthly Fees

Monthly monitoring fees are not refundable. Monitoring is an ongoing service that watches your billing platform for new revenue leakage. A clean month with no new findings is a sign that your billing operations are healthy — which is the value you're paying for, not a refund trigger.

4.4 Reactivation

If you cancel and want to come back later, you can re-subscribe from your dashboard at any time. There's no penalty or limit on resubscribing. You'll need to have completed at least one paid audit at some point (the standard \$49/month tier requires a prior audit).

5. Disputes and Chargebacks

5.1 Talk to Us First

If you're considering a chargeback through your bank or card issuer, please email guarantee@bleedpoint.com first. In nearly every case, we can resolve the situation faster and more fairly through direct conversation than through a chargeback dispute.

We honor our 5x guarantee fairly and quickly. There's no reason a refund-eligible customer should have to go through a chargeback to get their money back.

5.2 Chargeback Consequences

If you initiate a chargeback without first contacting us, and we determine that the underlying purchase was eligible for a standard refund:

- We will share documentation with the card issuer to establish that a refund process exists
- Your Bleedpoint account may be suspended pending resolution of the dispute

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- Future Bleedpoint purchases from the same payment method may be blocked

These consequences are not punishment — they're how we protect against payment fraud. If you have a legitimate refund concern, talk to us. We'll resolve it.

6. Modifications to This Policy

We may update this Refund Policy from time to time:

- Minor changes (clarifications, formatting): updated without separate notice
- Material changes (changes to the 5x threshold, refund window, or cancellation rules): at least 30 days' advance notice via email or in-app notification

Any changes apply only to purchases made after the effective date of the update. Refunds for prior purchases are governed by the policy in effect at the time of purchase.

7. Contact

For all refund requests and guarantee-related questions:

Email: guarantee@bleedpoint.com

For other questions:

- General support: support@bleedpoint.com
- Billing questions: support@bleedpoint.com
- Legal/policy questions: legal@bleedpoint.com

You can also write to us:

CloudSec Global LLC Attn: Bleedpoint Refunds 6881 W Charleston Blvd, Ste A, Unit #5209 Las Vegas, NV 89117 United States

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This Refund Policy is effective as of April 26, 2026, and applies to all Bleedpoint purchases made on or after that date.