

Terms and Conditions

1. Introduction:

Welcome to ESOF PCI ASV, provided by TAC Security. These Terms and Conditions govern your use of our services. By accessing or using ESOF PCI ASV, you agree to be bound by these Terms and Conditions. Please read them carefully.

2. Governing Law:

These Terms and Conditions shall be governed by and construed in accordance with the laws of the State of Delaware, without regard to its conflict of law provisions.

3. Contact Us:

If you have any questions or concerns about these Terms and Conditions or our services, please feel free to contact us at pciasv@tacsecurity.com.

4. Intellectual Property:

All content and materials provided as part of ESOF PCI ASV services, including but not limited to logos, trademarks, software, and documentation, are the property of TAC Security and are protected by copyright and other intellectual property laws.

5. User Responsibilities:

By using ESOF PCI ASV, you agree to:

- Provide accurate and complete information during registration and purchasing processes.
- Maintain the confidentiality of your account credentials and accept responsibility for all activities that occur under your account.
- Use our services only for lawful purposes and in accordance with these Terms and Conditions.

6. Service Description:

ESOF PCI ASV provides ASV scans tailored to ensure adherence to PCI DSS requirements. Our service encompasses scanning external IP/URLs within the PCI DSS scope. Upon successful scans, users can access ASV attested reports for download via our product platform. In case of failed scans, users have the option to review open vulnerabilities and generate tickets for resolution, following guidelines outlined on our website.

7. Limitation of Success Guarantee:

TAC Security does not offer any guarantee of success or assurance of complete vulnerability elimination through ESOF PCI ASV product. While we strive to provide thorough scanning and assistance, ultimate security measures remain the responsibility of the user.

8. Vulnerabilities Closure:

Closure of identified vulnerabilities is not within the scope of TAC Security's services. Our role is to conduct scanning and provide reports highlighting potential vulnerabilities. It is the user's responsibility to address and remediate these vulnerabilities.

9. Disclaimer Regarding False Positives:

TAC Security does not claim responsibility for false positives that may occur during vulnerability scanning. While we make every effort to minimize false positives, users should exercise their judgment in interpreting scanning results.

10. Warranty of ESOF PCI ASV Product:

The product warranty shall be applicable to the license, which will remain valid for 365 days from the date of purchase. Additionally, the ESOF PCI ASV product will adhere to the PCI DSS standards and ASV program guide. In the event that the ESOF PCI ASV Product fails to comply with the PCI ASV program during the 365-day license period, it will be the responsibility of TAC Security to ensure compliance with the PCI ASV program according to PCI SSC guidelines.

11. No Refund Policy:

Once a customer agrees to purchase the product by making the payment, no refunds will be issued.

12. Payment Gateway Issues:

When Payment is Declined:

If your payment transaction is declined or interrupted, please follow these steps:

- Ensure that your internet connection is stable and retry the payment.
- Check with your bank or card issuer to ensure there are no issues with your payment method.
- If the payment continues to fail, do not attempt multiple transactions to avoid duplicate charges.
- Contact our customer support team at pciasv@tacsecurity.com immediately with details of the failed transaction (transaction ID, date, amount).
- We will investigate the issue and verify the status of the payment with our payment gateway and banks.

Refund Process for Failed Payments:

If your payment is deducted but the transaction fails to complete:

- You will be eligible for a refund of the deducted amount.
- Refunds will be processed promptly once the failed transaction is confirmed by our payment gateway and banks.
- Refunds for failed transactions typically take 3-7 business days to reflect in your account, depending on your bank's processing time.

Note: We strive to ensure a seamless payment experience, but technical issues may occasionally occur. Rest assured, we are committed to resolving payment failures promptly and processing refunds efficiently to minimize any inconvenience to our customers.

12. Disclaimer Regarding Certification and Policy Changes:

TAC Security is not responsible for the results of ESOF PCI ASV Scanning and ASV attested reports. Furthermore, our policies are subject to change at any time without prior notice. Users are encouraged to review these terms regularly for updates or modifications.

By using ESOF PCI ASV services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. If you do not agree with any part of these terms, you may not use our services.