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## Purchasing and Refunds for Individuals in Russia and Belarus

2022-03-07 - Michael B - Announcements

Due to changes as a result of international sanctions against Russia and Belarus, the subsequent banning of Russian financial institutions from the SWIFT system, and the privately imposed sanctions by both Visa and Mastercard, we are currently unable to offer any of these payment methods, or refunds for these payment methods. As this is currently out of the control of Private Internet Access, we have no ETA on when refunds or the aforementioned transaction types may, once again, be available. As such, the support staff will be unable to assist you in ANY way regarding this matter.

We currently offer several different payment types outside of these traditional methods, including crypto-currency.

We apologize for the inconvenience caused by this issue and hope for the safety and health of all individuals worldwide.