



LEGAL TERMS

TERMS & CONDITIONS

For Red.One configured devices, privacy and security services, and Red.One VPN.

EFFECTIVE SEPTEMBER 1, 2026

Privacy. Security. Discretion.

These terms govern the purchase, activation, and use of Red.One devices, configurations, VPN services, encrypted DNS, support, and related offerings.

RED.ONE PRIVACY

101 VFW Rd, Suite 2E
Cedar Point, NC 28584

red-one.info

IMPORTANT

Please read these Terms and the Red.One Privacy Policy before purchasing, activating, or using a Red.One product or service.

AGREEMENT

RED.ONE TERMS AND CONDITIONS

These Terms and Conditions govern the purchase and use of Red.One-configured devices, accessories, software configurations, VPN services, secure DNS services, support, and related products and services.

Red.One Privacy is referred to in these Terms as "Red.One," "we," "us," or "our." By placing an order, activating a service, accepting a proposal, or using a Red.One product or service, you agree to these Terms and the Red.One Privacy Policy.

ORDER OF DOCUMENTS

Your specific order controls the commercial details

A signed service agreement controls first, followed by the applicable order or quote, these Terms, and the Privacy Policy. The Privacy Policy controls how personal information is handled.

DOCUMENT OVERVIEW

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WHO MAY USE RED.ONE

1. ELIGIBILITY AND LAWFUL USE

You must be at least 18 years old and legally capable of entering into an agreement. If you purchase or use Red.One on behalf of an organization, you represent that you are authorized to bind that organization.

Red.One provides privacy-forward, attribution-reduced products and services for lawful users. Red.One does not provide illegal anonymity, immunity from investigation, or protection for unlawful conduct.

We may decline an order, require identity or eligibility verification, or discontinue service when reasonably necessary for legal, security, fraud-prevention, sanctions, or operational purposes.

WHAT THESE TERMS COVER

2. PRODUCTS AND SERVICES

Red.One offerings may include:

- Configured smartphones, tablets, computers, hotspots, and accessories
- Privacy and security configuration services
- Software, applications, operating-system configurations, and account setup
- VPN and encrypted DNS services
- Cellular, data, communication, and third-party subscription services
- Technical support, reconfiguration, consulting, and device-management services

The exact products, services, features, support periods, and pricing included in your purchase will be identified in the applicable quote, order, invoice, checkout page, or service agreement.

COMMERCIAL TERMS

3. ORDERS, PAYMENT, AND TAXES

Prices are stated in U.S. dollars unless otherwise indicated. Payment is due as shown during checkout or in the applicable quote or invoice.

You are responsible for applicable taxes, duties, shipping charges, carrier fees, and other charges disclosed before purchase.

Because many Red.One devices are specially procured and configured for an individual client, configuration and procurement fees may become nonrefundable once procurement or configuration work begins, except where otherwise stated in writing or required by law.

Red.One may correct pricing, description, or availability errors before accepting an order. An order is not final until it has been accepted and payment requirements have been satisfied.

RECEIVING YOUR ORDER

4. DELIVERY AND INSPECTION

Delivery dates are estimates unless Red.One expressly agrees otherwise in writing. Delays may occur because of hardware availability, carrier delays, security reviews, software changes, or circumstances beyond our reasonable control.

You should inspect delivered products promptly and report shipping damage, missing items, or material configuration errors no later than seven days after delivery.

Risk of loss passes to the customer upon confirmed delivery, except where applicable law provides otherwise.

TAILORED PROTECTION

5. RED.ONE DEVICE CONFIGURATION

Each Red.One device is configured according to the selected protection profile, intended use, platform, and agreed requirements.

Privacy, security, convenience, compatibility, and functionality involve tradeoffs. Stronger privacy or security controls may limit certain applications, websites, notifications, integrations, accounts, location services, carrier features, or other conventional device functions.

You acknowledge that:

- Some applications may require proprietary mobile services or notification infrastructure.
- Certain applications or features may be unavailable on hardened or de-Googled devices.
- Operating-system, application, carrier, or manufacturer updates may change functionality or security behavior.
- Resetting, restoring, modifying, rooting, jailbreaking, unlocking, or reconfiguring a device may remove Red.One protections.
- Red.One cannot guarantee compatibility with every application, network, accessory, website, carrier, or service.

PROTECT THE CONFIGURATION**Contact Red.One before making material changes**

Unapproved changes, restores, or third-party servicing may remove privacy and security controls or create incompatibilities.

YOUR ROLE

6. CUSTOMER RESPONSIBILITIES

You are responsible for:

- Protecting device passcodes, passwords, recovery information, configuration files, and authentication credentials
- Maintaining appropriate backups of information you wish to preserve
- Installing approved security and operating-system updates
- Reporting a lost, stolen, compromised, or damaged device promptly
- Using the device and services in accordance with applicable law
- Following security, travel, and operating instructions provided by Red.One

Unless expressly included in your order, Red.One is not responsible for recovering lost data, restoring deleted accounts, replacing forgotten credentials, or repairing changes made by the user or another service provider.

MANUFACTURER AND PROVIDER TERMS

7. HARDWARE AND THIRD-PARTY PRODUCTS

Phones, tablets, computers, hotspots, accessories, operating systems, applications, cellular plans, and other third-party products remain subject to their manufacturers' or providers' terms, availability, warranties, and support policies.

Red.One does not manufacture most hardware sold or configured through its services. Any manufacturer warranty remains subject to the manufacturer's requirements.

Unless a separate Red.One Limited Warranty states otherwise, Red.One does not provide an additional hardware warranty beyond rights that cannot legally be excluded.

If a material configuration error attributable to Red.One is reported within 30 days after delivery, Red.One will use reasonable efforts to correct the configuration without an additional service charge. This correction period does not cover hardware failure, accidental damage, user modifications, third-party changes, lost credentials, or software changes occurring after delivery.

CUSTOMIZED PRODUCTS

8. RETURNS, CANCELLATIONS, AND RECONFIGURATION

Return and cancellation eligibility will be stated in the applicable quote, checkout page, or order confirmation. Unless otherwise stated:

- Unopened, standard hardware may be returnable subject to approval, restocking costs, and manufacturer or supplier requirements.
- Customized, activated, registered, provisioned, or specially procured products may not be returnable.
- Configuration, consulting, account-setup, shipping, activation, and completed service fees are nonrefundable once performed.

- Data plans, cellular services, software licenses, and third-party subscriptions are subject to the provider's cancellation and refund rules.

Any permitted return must include the supplied hardware, accessories, packaging, and materials in substantially the same condition in which they were delivered. Reconfiguration or restoration requested after delivery may be subject to additional charges.

ENCRYPTED NETWORK PROTECTION

9. RED.ONE VPN SERVICE

Red.One VPN provides an encrypted connection for supported internet traffic leaving a properly configured device. The service also uses encrypted DNS and security filtering intended to reduce exposure to advertisements, trackers, phishing, malware, and other known threats.

KNOW THE LIMIT

A VPN improves privacy but does not create anonymity

A VPN does not prevent every form of tracking, eliminate every threat, repair a compromised device, or replace safe browsing, strong authentication, software updates, and appropriate endpoint security.

Websites, applications, account providers, payment processors, and other services may still identify users through logins, cookies, device identifiers, browser fingerprinting, payment information, or information voluntarily provided by the user.

OPERATIONAL LIMITATIONS

10. VPN AVAILABILITY AND PERFORMANCE

VPN performance may vary based on location, internet provider, network congestion, device condition, operating system, server availability, and other factors outside Red.One's control.

The VPN may:

- Reduce connection speed or increase latency
- Affect location-sensitive websites or applications
- Be restricted by certain networks, services, or countries
- Require temporary disconnection to access hotel, airport, aircraft, or other public Wi-Fi login pages
- Block legitimate links or services that use advertising, tracking, shortened, redirected, or suspicious domains

DNS and threat filtering are protective measures, not guarantees. Filtering may fail to identify a harmful destination or may block a legitimate destination.

PRIVATE ACCESS CREDENTIALS

11. VPN ACCOUNTS AND CONFIGURATION FILES

VPN credentials, configuration files, keys, and QR codes are private access credentials. You may not publish, sell, transfer, distribute, or share them with unauthorized users.

Each configuration may be limited to the device or number of devices identified in your order. Reusing one configuration across multiple devices may cause connection problems, weaken account control, or result in suspension.

You must notify Red.One if a configuration file, device, key, or credential is lost, stolen, disclosed, or reasonably believed to be compromised.

RECURRING SERVICES

12. VPN SUBSCRIPTIONS AND CANCELLATION

VPN pricing, billing frequency, device limits, and subscription periods are disclosed during checkout or in the applicable order.

If your order identifies the VPN as a recurring subscription, it will renew at the disclosed interval until canceled. You authorize the applicable payment provider to charge the payment method on file for each renewal.

You may cancel future renewals through the applicable billing provider or by contacting Red.One. Cancellation takes effect at the end of the current paid subscription period unless otherwise stated.

Amounts already paid are nonrefundable except where required by law or expressly stated in the applicable order. Price changes will apply no earlier than the next renewal after reasonable notice.

NO USER-ATTRIBUTABLE ACTIVITY LOGS

13. VPN AND DNS PRIVACY

Red.One does not maintain logs of individual DNS queries or VPN browsing activity.

PRIVACY BY DESIGN

Network activity is not retained as a user history

Red.One does not retain DNS request content, browsing destinations, resolver histories, originating IP addresses associated with activity, connection histories, session timestamps, bandwidth histories, blocked-site records attributable to a user, or other personally identifiable records of network activity passing through Red.One VPN or DNS infrastructure.

Red.One may maintain aggregate numerical counters, such as the total number of DNS requests processed or blocked. These aggregate counters do not contain domain names, destinations, timestamps, browsing histories, or information identifying the underlying user activity.

Limited technical information required to operate and secure the service may be maintained, including account email addresses, randomly generated authentication tokens, encryption or authentication keys, payment status, support communications, and device notification tokens.

Red.One does not sell or share VPN browsing histories or DNS activity and does not monetize, redirect, alter, or manipulate user traffic for advertising purposes. Additional information is provided in the Red.One Privacy Policy at <https://www.red-one.info/privacy>.

LAWFUL AND RESPONSIBLE USE

14. ACCEPTABLE USE

You may not use Red.One devices or services to:

- Violate any applicable law or regulation
- Commit fraud, harassment, stalking, exploitation, trafficking, or other unlawful conduct
- Access systems, devices, accounts, or networks without authorization
- Distribute malware, conduct denial-of-service attacks, send unlawful spam, or interfere with another service
- Infringe intellectual property, privacy, publicity, or other legal rights
- Conceal or facilitate criminal activity

- Evade sanctions, export restrictions, court orders, or lawful organizational controls
- Resell, redistribute, or provide access to Red.One services without written authorization

Red.One may investigate credible reports of abuse using information lawfully available to it. Red.One will respond to valid legal process and can provide only information actually maintained within its systems.

PROTECTING THE SERVICE

15. SUSPENSION AND TERMINATION

Red.One may suspend or terminate products, accounts, credentials, or services when reasonably necessary to:

- Address nonpayment
- Protect service security or integrity
- Respond to compromised credentials or devices
- Prevent fraud, abuse, or unlawful conduct
- Comply with law, sanctions, court orders, or valid legal process
- Address a material violation of these Terms

When appropriate, Red.One will provide notice and a reasonable opportunity to correct the issue. Immediate action may be taken when delay could create legal, security, or operational harm.

Upon termination, your right to use the applicable service ends. Provisions concerning payment obligations, intellectual property, disclaimers, liability, disputes, and other terms that logically should continue will survive termination.

ACCOUNT ADMINISTRATION

16. PRIVACY AND ORGANIZATIONAL ACCOUNTS

Red.One handles personal information as described in the Red.One Privacy Policy.

If a device or service is purchased, managed, or funded by an employer, protection team, family office, or other organization, that organization may control the account, approve configuration changes, manage service status, or receive administrative information. The organization is responsible for providing any required notice to its authorized users.

NO ABSOLUTE GUARANTEE

17. SECURITY LIMITATIONS

No device, network, application, operating system, VPN, DNS service, or security configuration can guarantee complete security, privacy, anonymity, availability, or protection from compromise.

Red.One is not a law-enforcement agency, emergency service, telecommunications carrier, or substitute for professional legal, cybersecurity, medical, or emergency assistance.

You remain responsible for evaluating sensitive communications, unusual login requests, suspicious links, downloads, physical access, travel conditions, and other risks.

LIMITED RIGHT TO USE

18. INTELLECTUAL PROPERTY

Red.One branding, documentation, configuration materials, written guidance, and proprietary service components are owned by or licensed to Red.One.

You receive a limited, personal, nonexclusive, nontransferable right to use those materials with your purchased Red.One products and services. You may not reproduce, resell, publish, reverse engineer, or commercially exploit proprietary Red.One materials without written permission.

Third-party software and services remain subject to their respective licenses and ownership rights.

EXTENT PERMITTED BY LAW

19. DISCLAIMERS

Except for obligations expressly stated in an applicable order and rights that cannot be excluded under law, Red.One products and services are provided on an "as available" basis.

To the fullest extent permitted by law, Red.One disclaims warranties not expressly stated in writing, including warranties concerning uninterrupted availability, universal compatibility, absolute security, anonymity, fitness for a particular operational purpose, or the identification or blocking of every threat.

Nothing in these Terms excludes or limits consumer rights that cannot lawfully be waived.

ALLOCATION OF RISK

20. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Red.One will not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages, including lost profits, lost business, lost data, loss of access, reputational harm, or losses resulting from third-party services, compromised credentials, user modifications, network outages, blocked content, or unlawful use.

For a one-time purchase, Red.One's total liability will not exceed the amount paid for the specific product or service giving rise to the claim. For a recurring service, Red.One's total liability will not exceed the amount paid for that service during the 12 months preceding the event giving rise to the claim.

These limitations do not apply where prohibited by law or to liability that cannot legally be limited.

SECURITY AND OPERATIONAL UPDATES

21. CHANGES TO SERVICES OR TERMS

Red.One may update products, configurations, security controls, infrastructure, server locations, filtering methods, third-party providers, or service features when reasonably necessary for security, compliance, performance, or operational purposes.

We may revise these Terms periodically. Material changes will be posted with an updated effective date and, when appropriate, additional notice. Continued use after the effective date of revised Terms constitutes acceptance where permitted by law.

NORTH CAROLINA

22. GOVERNING LAW AND DISPUTES

These Terms are governed by the laws of the State of North Carolina, without regard to conflict-of-law principles.

Before filing a legal claim, the parties agree to make a reasonable good-faith effort to resolve the dispute directly.

Unless applicable law requires otherwise, legal proceedings must be brought in the state or federal courts serving Carteret County, North Carolina, and each party consents to those courts' jurisdiction.

ENTIRE AGREEMENT

23. GENERAL TERMS

These Terms, the Privacy Policy, the applicable order, and any signed service agreement constitute the agreement between you and Red.One regarding the applicable products and services.

If any provision is found unenforceable, the remaining provisions remain effective. A failure to enforce a provision is not a waiver. You may not transfer your agreement without Red.One's written consent. Red.One may transfer its rights and obligations as part of a restructuring, merger, acquisition, or sale of the applicable business.

QUESTIONS, CANCELLATIONS, AND LEGAL NOTICES

24. CONTACT

RED.ONE PRIVACY**Contact information**

101 VFW Rd, Suite 2E
Cedar Point, NC 28584

Email: red.one.0302@protonmail.com
Web: <https://www.red-one.info>

END OF TERMS

Effective September 1, 2026