
Public offer

Public Offer for YRNA VPN

This document constitutes a public offer to conclude a digital services agreement for access to the YRNA VPN service. It describes the acceptance process, the subject matter of the order, payment flow, delivery of digital access, refunds, and the basic interaction rules between the operator and the user.

1. Operator details

Operator name: YRNA VPN service operator.

Important: if exact legal details, registration data, or the service address differ from the values below, they must be updated before final legal approval of these documents.

Support email: support@yrnavpn.com.

Telegram support: [@yrna_support](https://t.me/yrna_support) (https://t.me/yrna_support).

Support intake hours: Электронные обращения принимаются круглосуточно; ответы предоставляются в разумный срок в порядке очереди.

2. Legal basis of the offer

This document is drafted as a public offer to conclude a digital services agreement and should be interpreted together with the applicable civil-law rules governing offers, acceptance, and compensated services.

If a mandatory consumer-protection, privacy, disclosure, or refund rule differs from this text, the relevant mandatory law prevails to that extent.

3. Definitions

Service means the YRNA VPN digital service, including the Telegram bot, connect links, subscription links, runtime-backed delivery, device management, support flow, and related digital components treated by the operator as part of the product.

Order means a specific paid or unpaid product scenario chosen by the user: a trial, plan, term, final price, discount, promo, device limit, and enabled payment methods.

User / customer means the person who accepts this offer through payment confirmation or another interface action expressly designated as order confirmation.

4. Subject matter

The operator undertakes to provide the user with digital access to the service within the parameters of the selected order, and the user undertakes to accept and pay for such access under this offer.

The service is digital and remotely delivered. Performance occurs through the granting and maintenance of technical access rather than the delivery of physical goods.

5. Acceptance and contract formation

This offer is accepted when the user confirms a specific order and completes payment through an enabled payment scenario, or through another interface action expressly designated as order confirmation.

Before payment, the user may be required to confirm the Terms and Privacy Policy. Such confirmation forms part of the contract formation flow.

By making a payment, the user confirms that the user has the necessary legal capacity and authority to conclude the agreement and use the selected payment instrument.

The Russian-language version is the primary version for Russian-language public use. The English version is a translation and informational version unless the operator expressly states otherwise.

6. Essential order terms

The essential parameters of the order are shown before payment: plan type, access term, final price, discount, promo, currency, payment method, and, where applicable, device limit.

By confirming payment, the user is deemed to have reviewed and accepted those parameters in full.

7. Consumer-relevant service properties

The service provides remote digital access to the locations and connect / subscription scenarios currently published by the operator, but it does not guarantee equal reachability from every network, region, or internet provider.

Service quality may depend on the selected location, client application, device, device limit, anti-abuse controls, ISP blocking, DPI, and other external conditions.

The operator may change the location set, internal routes, runtime topology, and technical service components where required for security, reliability, or anti-abuse reasons.

8. Payment procedure

Payment may be made through Telegram Stars, Crypto Bot, and any other methods enabled and displayed by the operator at the time of the order.

If the service ever enables auto-renewal or recurring charges, that scenario must be separately and unambiguously accepted by the user before the first recurring charge. The user's refusal of such a scenario must be accepted electronically without unreasonable obstacles.

After the user refuses auto-renewal, recurring payments, or the use of saved payment data, the operator must not initiate new charges based on the previously saved data without a fresh separate consent.

The operator may change the available payment methods, currency, supported assets, promo mechanics, or anti-fraud flow without separately amending this offer, provided this does not retroactively change the parameters of a paid order already accepted by the user.

9. Delivery of the service

Service delivery begins after payment confirmation and the technical issuance of access: activation or extension of a subscription, grant of a subscription link, connect-flow opening, runtime access update, or another equivalent digital action.

The operator may use onboarding confirmation, device confirmation, runtime checks, anti-abuse controls, and anti-fraud verification as part of the service delivery procedure where necessary for safe access provisioning.

10. User obligations

The user must provide accurate information reasonably required for order fulfillment and support, comply with the Terms of Use, avoid abusive use, and not interfere with the infrastructure.

The user is responsible for controlling their devices, Telegram account, email, and other access points related to service use.

11. Refunds

Because the service is digital and may begin immediately after payment confirmation, refund requests are reviewed individually rather than granted automatically.

The operator may approve a refund in cases such as duplicate charge, non-delivery, obvious and documented technical inability to provide the paid access, or another materially confirmed issue.

A topology change, node replacement, partial degradation of a location, DPI blocking by a specific ISP, or a client-side preference issue does not automatically create a refund right if the service was otherwise reasonably delivered.

12. Liability and force majeure

The operator is not liable for failures caused by matters outside reasonable control, including upstream incidents, ISP filtering, platform restrictions, sanctions, war, force majeure, and similar external events.

Liability is limited to the maximum extent allowed by applicable law. Nothing in this offer excludes mandatory consumer rights where such exclusion would be unlawful.

13. Requests and disputes

The primary support channel is https://t.me/yrna_support and support@yrnavpn.com.

Before escalating a dispute, the user should provide a factual request containing the order date, amount, device used, and a clear description of the issue.

Where applicable law requires a mandatory pre-dispute process or grants specific consumer remedies, those rules apply in the mandatory part regardless of the wording of this offer.

14. Final provisions

This offer is effective from April 7, 2026.

The operator may update this document. The current published version applies to new orders and new user actions from the effective date of the updated version unless applicable law requires another approach.