

Terms of Service Q&A;

Frequently Asked Questions About Our Service Terms

Last Updated: January 30, 2026

Company: WebShield, Bengaluru, India

Contact: support@webshield.com

General Questions

Q: What are WebShield's Terms of Service?

WebShield's Terms of Service are the legal agreement between you and WebShield that govern your use of our web security platform, services, and browser extension. By using our services, you agree to these terms.

Q: When were the Terms of Service last updated?

The Terms of Service were last updated on January 30, 2026.

Q: What happens if I don't agree to the Terms of Service?

If you do not agree to these Terms, you must not access or use WebShield's services. Your continued use constitutes acceptance of any modifications to these Terms.

Service Description

Q: What services does WebShield provide?

WebShield provides:

- URL scanning and malware detection
- Real-time threat detection and analysis
- Browser extension for browsing protection
- Security reports and threat intelligence
- Bulk URL scanning
- API access for programmatic security checks
- Educational security content

Q: Can WebShield guarantee 100% threat detection?

No, while we employ advanced AI and threat intelligence, we cannot guarantee detection of all threats, especially zero-day exploits or novel attack vectors. WebShield is a tool to assist with security assessment and should be used alongside comprehensive security practices.

Q: Can WebShield modify or discontinue services?

Yes, we reserve the right to modify, suspend, or discontinue any aspect of our services at any time, with or without notice.

User Accounts

Q: Who can create a WebShield account?

You must be at least 13 years old to create an account. If under 18, we recommend obtaining parental or guardian consent.

Q: What information do I need to register?

You need to provide:

- A valid email address
- A secure password meeting our security requirements
- Accurate registration information

Q: Am I responsible for my account security?

Yes, you are responsible for:

- Maintaining the confidentiality of your credentials
- All activities under your account
- Immediately notifying us of unauthorized access
- Using strong, unique passwords and enabling 2FA when available

Q: What if someone accesses my account without permission?

Immediately change your password and contact us at support@webshield.com. We will investigate and help secure your account.

Q: Can WebShield suspend my account?

Yes, we may suspend or terminate your account for violating our Terms, engaging in fraudulent activities, or as required by law.

Acceptable Use Policy

Q: What can I use WebShield for?

You may use WebShield for legitimate security purposes:

- Scanning URLs to assess security risks
- Protecting yourself and your organization from cyber threats
- Conducting security research and analysis
- Integrating our services into your security workflows (with appropriate licensing)

Q: What activities are prohibited on WebShield?

You must NOT:

- Use services for illegal or unauthorized purposes
- Attempt to gain unauthorized access to our systems
- Reverse engineer or decompile our software
- Use automated systems (bots, scrapers) without permission

- Overwhelm our infrastructure with excessive requests
- Resell or redistribute our services without authorization
- Upload malicious code or viruses
- Interfere with service integrity or performance
- Collect personal information of other users
- Scan URLs you don't have permission to analyze
- Violate any applicable laws or third-party rights

Q: What happens if I violate the Acceptable Use Policy?

Violations may result in immediate account suspension or termination. We may also report illegal activities to law enforcement authorities.

Q: Are there rate limits on API usage?

Yes, we implement rate limiting to ensure fair usage and service stability. Excessive use may result in temporary throttling or account suspension. Check your account tier for specific limits.

Intellectual Property

Q: Who owns WebShield's content and technology?

All content, features, and functionality on WebShield, including software, algorithms, logos, and trademarks, are the exclusive property of WebShield and protected by intellectual property laws.

Q: Can I use WebShield's trademarks?

You may not use our trademarks without prior written consent.

Q: What happens if I provide feedback to WebShield?

If you provide feedback or suggestions, you grant us a perpetual, irrevocable, worldwide, royalty-free license to use, modify, and incorporate such feedback without compensation or attribution.

Q: Do I retain ownership of URLs I scan?

Yes, you retain ownership of any content you submit. However, you grant us a license to use and process it to provide and improve our services.

Service Availability

Q: Does WebShield guarantee uptime?

While we strive for reliable service, we do not guarantee uninterrupted access. Services may be temporarily unavailable due to maintenance, updates, technical difficulties, or circumstances beyond our control.

Q: Will I be notified of maintenance?

We will make reasonable efforts to notify users of significant planned maintenance. Emergency maintenance for critical security issues may occur with minimal notice.

Fees and Payment

Q: Is WebShield free?

WebShield offers free access to basic features with usage limitations. Premium features and increased usage limits are available for a fee.

Q: How does billing work for paid services?

Fees are billed in advance on a recurring basis (monthly or annually). You authorize us to charge your payment method for all incurred fees.

Q: Can I get a refund?

All fees are non-refundable except as required by law.

Q: Can WebShield change pricing?

Yes, we reserve the right to modify pricing with at least 30 days' notice. Continued use after price changes constitutes acceptance.

Termination

Q: How can I terminate my account?

You can delete your account through profile settings or by contacting support@webshield.com.

Q: When can WebShield terminate my account?

We may suspend or terminate your account immediately if you:

- Violate these Terms or our Acceptable Use Policy
- Engage in fraudulent or illegal activities
- Have an inactive account for an extended period
- If required by law

Q: What happens when my account is terminated?

Upon termination:

- Your access to services is immediately revoked
- Your data will be deleted per our Privacy Policy
- You remain liable for fees incurred before termination
- Certain provisions (like disclaimers) remain in effect

Disclaimers and Warranties

Q: Does WebShield provide any warranties?

No, our services are provided "AS IS" and "AS AVAILABLE" without warranties of any kind, including warranties of merchantability, fitness for a particular purpose, or accuracy of threat detection.

Q: Is WebShield liable for security incidents?

No, we cannot guarantee detection of all threats or prevention of all security incidents. You acknowledge that WebShield is a security tool and does not replace comprehensive security practices.

Q: Is WebShield responsible for third-party services?

No, we integrate with third-party services (like VirusTotal) but are not responsible for their availability, accuracy, or performance.

Limitation of Liability

Q: What is WebShield's liability limit?

To the maximum extent permitted by law, WebShield and its affiliates shall not be liable for:

- Indirect, incidental, special, or consequential damages
- Loss of profits, revenue, data, or business opportunities
- Damages from security breaches or malware infections
- Damages from reliance on our threat assessments
- Damages from third-party services
- Damages from service interruptions or data loss

Our total liability shall not exceed the amount you paid us in the 12 months preceding the claim, or \$100 USD, whichever is greater.

Q: Are there any exceptions to liability limits?

Some jurisdictions do not allow certain liability exclusions or limitations, so some limitations may not apply to you.

Dispute Resolution

Q: How should I resolve disputes with WebShield?

Before filing a formal claim, contact us at support@webshield.com to attempt informal resolution.

Q: Where are disputes resolved?

Disputes that cannot be resolved informally shall be resolved through binding arbitration in accordance with Indian Arbitration and Conciliation Act, 1996.

Q: Can I participate in class actions?

No, you agree to resolve disputes individually and waive any right to participate in class actions or class-wide arbitration.

Governing Law

Q: Which laws govern these Terms?

These Terms are governed by the laws of India, without regard to conflict of law provisions.

Q: Where can legal actions be brought?

Legal actions must be brought exclusively in courts located in Bengaluru, India.

Changes to Terms

Q: Can WebShield change these Terms?

Yes, we may update these Terms from time to time. We will notify you of material changes by posting updated Terms and sending email notifications.

Q: How will I know when Terms change?

We will update the "Last Updated" date and notify you via email for significant changes. Your continued use after changes indicates acceptance.

General Provisions

Q: What if part of the Terms is invalid?

If any provision is invalid or unenforceable, the remaining provisions remain in full force and effect.

Q: Can I transfer my rights under these Terms?

No, you may not assign or transfer these Terms without our prior written consent. We may assign our rights and obligations without restriction.

Q: What constitutes the entire agreement?

These Terms, together with our Privacy Policy, constitute the entire agreement between you and WebShield.

Contact Information

Q: How can I contact WebShield about Terms of Service?

Email us at support@webshield.com with any questions about our Terms of Service.

Q: What is WebShield's company information?

Company Name: WebShield
Location: Bengaluru, India
Contact: support@webshield.com

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