LEGAL

Terms of Service

These terms govern your use of OptiExpress — the website, your account, and the optimization sessions you book. By creating an account or booking a session you agree to them, together with our Privacy Policy, Return Policy, and End User License Agreement.

Last updated October 16, 2026

1. Who we are

OptiExpress (“OptiExpress”, “we”, “us”) provides remote PC optimization sessions through optiexpress.tools and operates from 5712 Tomas Morato St., Quezon City, Metro Manila, Philippines. You can reach us at support@optiexpress.tools.

2. Accounts

You must provide accurate information and keep your credentials secure. You are responsible for activity under your account. One account per person. Staff accounts are for OptiExpress technicians only.

3. Sessions and payment

A session is a one-time service delivered at a booked 60-minute time slot. Prices are shown in USD before checkout and charged once through Whop, our payment processor. OptiExpress is the seller of the service; Whop processes the payment and is the name that appears on your statement. There is no subscription and nothing recurring.

Your slot is reserved for 30 minutes while you pay. If payment does not complete in that window the slot is released and nothing is charged.

4. Rescheduling, no-shows, and refunds

Payments are non-refundable. If you cannot attend, request a reschedule from your account before the slot starts. We move your session to any open time within 4 days of your original slot and confirm the new time with you.

If you are not at your PC with AnyDesk ready at the booked time, the session is a no-show: it is charged in full and cannot be rescheduled.

If we cancel your session or your technician does not attend, we contact you first and you choose between a new time and a full refund.

The full rules, including how a no-show is determined, are in our Return Policy, which forms part of these terms.

5. Remote access

Sessions are performed over AnyDesk. By booking you consent to an OptiExpress technician connecting to your PC at the booked time using the AnyDesk address and password you provide. You remain at your PC, see every action, and may take back control or end the session at any moment.

We change system settings, drivers, and game configurations only. We do not open, copy, or modify your personal files, accounts, or messages. Every change is listed in the recap you receive so it can be reversed.

Configuration changes carry inherent risk. Back up anything important before the session. We are not liable for data loss, instability, or warranty issues arising from changes made at your request, and BIOS changes are recommendations for you to apply unless you ask us to apply them.

6. Results

Gains depend on your hardware, your software, and how far your system is from its ceiling. We do our best work on every session, but we do not guarantee a specific frame rate, latency figure, or other performance result, and results are not grounds for a refund.

7. Acceptable use

Do not use the service to develop or install cheats, exploits, or anything that violates a game publisher's terms. OptiExpress covers legitimate system and in-game settings only; technicians will decline requests that touch game memory or anti-cheat.

8. Intellectual property

The website, its content, the OptiExpress name and logo, and the recaps and configuration files we produce belong to OptiExpress. Your use of them is governed by our End User License Agreement.

9. Liability

To the fullest extent permitted by law, OptiExpress is not liable for indirect, incidental, or consequential loss arising from a session or from use of the website, and our total liability for any claim relating to a session is limited to the amount you paid for that session. Nothing in these terms limits liability that cannot be limited under Philippine law.

10. Trademarks

Valorant, Counter-Strike, Fortnite, Call of Duty, Apex Legends, and other game names are trademarks of their respective owners. AnyDesk is a trademark of AnyDesk Software GmbH. OptiExpress is an independent service and is not affiliated with or endorsed by any of them.

11. Changes to these terms

We may update these terms from time to time. The date at the top is the current version. Changes apply to sessions booked after they are published.

12. Governing law

These terms are governed by the laws of the Republic of the Philippines. Any dispute is brought before the competent courts of Quezon City, Metro Manila, unless the law gives you the right to bring it elsewhere.

13. Contact

Questions about these terms: support@optiexpress.tools.

OptiExpress
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Philippines

support@optiexpress.tools
optiexpress.tools/terms/