

# REFUND AND CANCELLATIONS

## Money-back Guarantee

### Dedicated Servers

There are no refunds on dedicated servers. The thirty (30) day money- back guarantee does not apply to dedicated servers.

### Managed shared, VPS and Reseller Services

The Company offers a thirty (48) hours money- back guarantee for shared, VPS, and reseller hosting services only. If you are not completely satisfied with these hosting services and you terminate your account within thirty (72) hours of signing up for the Services, you will be given a full refund of the amount paid for hosting. This money-back guarantee only applies to fees paid for hosting services and does not apply to any fees for any additional licenses or domain name registration/renewals. For more information about our refund policy on additional products or services please refer to the section Non-refundable Products and Services.

### Cancellations and Refunds

#### Refunds

Only first-time accounts are eligible for a refund. For example, if you've had an account with us before, cancelled and signed up again, or if you have opened a second account with us, you will not be eligible for a refund. Violations of this Agreement will waive your rights under the refund policy.

## REFUND AND CANCELLATIONS

### Non-refundable Products and Services

Notwithstanding anything to the contrary contained in this Agreement, there are no refunds of any fee (including without limitation, administrative fee and/or tax) on all services, or additional products or services such as Domain Registrations/Renewals, Digital Certificates, shared VPS hosting, Site Lock install fees for custom software, and/or any other products or services of the Company.

### Cancellation Process

You may terminate or cancel the Services from the control panel. If you cancel the Services, you are obligated to pay all fees and charges accrued prior to the effectiveness of such cancellation. If you request to suspend or cancel your customer account, your access to the control panel will be suspended and you will not be able to access the billing system to renew products or services or to update your account information. However, you will continue to have access to use the Services purchased until the end of your prepaid term.

Please note that if you have pending orders outstanding on your account at the time you cancel your account, we will continue to process those orders so long as your Advance Account has sufficient funds to cover the charges. If we are unable to full fill any orders, the charges for such orders will be reversed and we reserve the right to cancel such orders.

We reserve the right to deny or cancel any order within thirty (72) hours of processing such order. In such case we will refund the fees charged for the order.