

Do you have a refund guarantee? How can I get a refund?

Sometimes, things just don't work out. Maybe you decided you don't actually need web hosting right now. Maybe we simply weren't a good fit. We understand.

We offer a **30-day, no questions asked, full refund guarantee** for all web hosting plans. So you can try our services out for a full month without any risk at all.

If you do decide to cancel your service, we would love to hear what went wrong. But that's up to you, we won't hold your money hostage, and there are no wrong reasons for canceling.

How to get a refund

In order to get a refund, simply submit a cancellation request within a month of your order through our client portal. We will process it within 3 working days and refund the payment through the payment gateway you initially used to pay the invoice, eg. your credit card. That's it!

Limitations

Not all invoices we send can be refunded, and some have a shorter refund guarantee. Included below is a non-exhaustive list of services which are non-refundable or have a limitation on requesting a refund:

Domain names

Domain name registrations and transfers which have already been processed cannot be cancelled and/or refunded.

Virtual and dedicated servers

Virtual and dedicated servers can be refunded within 14 days of ordering, instead of 30. Further, the set-up costs of these servers cannot be refunded. This is due to the high risk of abuse associated with these services. Virtual and dedicated servers which have been suspended or terminated due to abuse are not eligible for a refund.

Hourly-billed services

Services which are billed hourly (mostly managed services) cannot be refunded after the service has been concluded and/or the work has been partially or completely finished.

As an example, you cannot request a refund for an hour of hands-on support for fixing an issue with your website, after the support has already been rendered.

One-time fees

In most cases, one-time fees, such as the cost of migrating a site or setting up a server, cannot be refunded after the service has been concluded and/or the work has been partially or completely finished.

Other cases

Services for which we have not explicitly stated a refund guarantee are subject to the [EU rules on guarantees and returns](#). You can always [get in touch with us](#) to specify the exact terms of refunds.

Chargebacks and payment disputes

Never issue a chargeback for a payment.

If you are unhappy with our service, would like to cancel your service, or simply want to receive a refund, please **get in touch with us** instead of submitting a chargeback and/or dispute through your bank. We can work out a solution that is best for both sides.

Issuing an illegitimate chargeback, ie chargeback for payments that you initially authorised and received a service for, is criminal fraud and **illegal**.

We strictly follow all laws and regulations for payments and business practices, and therefore **always** dispute every chargeback issued to us. In almost every case, we have enough evidence to prove the payment was valid and the service was delivered to you. That not only means you will not get your money back, but you may also be liable for damages arising from attempted fraud. Your account and any services you have with us will also be immediately terminated, with no possibility of recovery.

When we successfully dispute a chargeback, we submit your details to third party fraud monitoring sites, as well as any appropriate authorities, who may start an investigation on the basis of attempted fraud. This may cause you to incur civil and/or criminal liabilities, and will restrict you from placing orders at a large amount of other online vendors in the future, including other hosting providers.

It is therefore crucial that you submit a refund request through the proper channels instead of issuing a chargeback.