Refund Policy

This document defines the conditions when a client of ABC Hosting Ltd. (the company) may demand a cost refund from the company, the size and form of mentioned refund.

The company offers its clients services of hosting web sites, domain registration, VPS, site creation, and technical help regarding it.

1. The procedure of payment

The payment for such services is operated by authorized payment system. To perform such action a client should fill in all the contact information needed to create an invoice. This may include First name, Last name, address, contact email and phone number. A user may create an order via the interface of the website or create a request to the Customer Support Service representative through the Help section of the mentioned website/sending an email to support@server.trading . After the request is made, the user gets a receipt which contains information about the payer, the service he is paying for, the total cost of service and the recipient (the Company) details. The receipt must be paid. The processing of the payment may take some time, but no more than a few hours. If the client notices that the operation is taking too long one may contact the Company via one of the methods mentioned above. When the processing is over, the service is to be provided immediately.

2. Cancellation

Payment cancellation may be requested from Customer Support Service. The Client can reach it through user panel in "Help" section or by sending a letter to support@server.trading. Such request should contain a reason basing on which a User wants to ask for a refund, full payment information with a confirmation of the payment (receipt from a bank or other system that were used to complete the transaction). If a Client contacts Customer Support Service through the email, one also must provide with information on his user profile on server.trading (login, optionally – account or domain to which the request is connected).

Refund request can be made no longer than 10 days after the payment was processed and a service was provided.

The user may receive an answer during 2 days since the request was made. The time may be increased if a third party (bank, payment service) is involved to review the payment.

As long as the decision to refund the payment is made, it is sent to the user immediately but the time of receipt depends on the payment system or the bank which operates the refund.

If a client requests full refund he agrees that the service that was provided to him will not be provided anymore.

3. Refunds

3.1 Payment for following services may be returned to the Client if requested:

3.1.1 Pro and VIP service plans; service of providing with virtual private serves (VPS);

3.1.2 IT services which include configuring, debugging, virus cleansing, and creating web sites, administering VPS (virtual private servers).

3.2 A client may request a refund in following cases via contacting Customer Support Service:

3.2.1 The service wasn't provided or was provided partially to the client, not including force majeure and other circumstances that are not dependent on the Company.

3.2.2 If the Company accidentally becomes a cause of a malfunction of the Client's software or site files (for example, lost his data or corrupted files), the User may be provided with a discount and a free service to restore corrupted files. It doesn't involve cases when the Client himself caused the malfunction requesting services that are not to be provided to him within his service plan.

3.3 The Company does not guarantee to perform the service unconditionally. All the services are provided "as it is". Technical systems involved into the process may include undetected technical flaws, which may interrupt the process of providing services, or have an impact on the terms of its providing. Furthermore, human factor, insuperable circumstances (force majeure) caused by social and natural disasters (war, fire, flood, mass riots etc.) may lead to not providing or providing the service amiss. In the case of inability to provide the service caused by one of the named reasons, the Company takes responsibility limited by the payment that was received for performing service.

3.4 The Company takes no responsibility in the case of force majeure circumstances.

3.5 The Company is authorized to end service without refund in the following cases:

3.5.1 regular network etiquette violation (spam, publishing xenophobic materials and materials which may lead to religious feud, porn sources, materials associated with weapons and drug substances spreading, ones that promote illegal actions etc.), publishing materials violating copyrights and intellectual property;

3.5.2 actions aimed to cause detriment and violation of reputation (attack, hack etc.), aimed to change the normal functioning way of the Company's equipment and functioning of other Internet network users;

3.5.3 by the court statement and other cases, caused by the current legislation;

3.5.4 when legal authorities inform, that contact information given by the Client is not valid or reliable;

3.6 The Client's payment is not to be refunded in following cases:

3.6.1 the Client refused the service of domain name registration/renewal;

3.6.2 domain name registration is cancelled before the end date including the reason of the court statement;

3.6.3 domain names are transferred to the other holder including the reason of the court statement;

3.6.4 Costs also won't be compensated if the client decides to decline the service that was provided fully and without any deficiency.

3.7 Form

3.7.1 The Company does not take and will not take any responsibility over the size of payment received from the Client to perform the service.

3.7.2 In a case of full payment refund the providing of the service ends, as mentioned in paragraph 2 of current document.

3.7.3 As a compensation the Company may offer a discount code which may be used for future transactions. In this case the Company may proceed to provide user with service he paid for.

Following document is not the final edition and may be completed and changed. Clients and users will be acknowledged about such changes which means they automatically agree with them.