

# Refund and Cancellation Policy

**LAST UPDATED: February 4, 2019**

You may cancel your services with us at any time by following the Cancellation Process listed below. Products purchased from HostPapa, Inc. may be refunded only if canceled within the timeframe listed under Standard Refund Terms unless noted otherwise herein. All refunds are subject to conditions as set forth below in the Money-Back Guarantee Period.

## **Standard Refund Terms**

If you cancel Products/Services that are eligible for a refund under our Standard Refund Terms you will receive a full refund for your service with us, under the following conditions.

## **Billing Frequency**

- 1 year or more - Within 30 days of the date of the transaction.
- Less than 1 year\* - Within 48 hours of the date of the transaction.

## **Date of the transaction**

The date of the transaction is the date a product or service is purchased, or the date any renewal is processed by HostPapa, Inc. in accordance with the terms and conditions of the applicable product or service agreement.

You may cancel a product at any time, but a refund will only be issued in accordance with these terms.

## **Products/Services Eligible for a Refund under Standard Refund Terms**

- HostPapa Website Builder;
- Reseller Hosting;
- Shared Web Hosting;
- SiteLock (excluding Sitelock 911);
- Website Backup;
- Optimized WordPress Hosting;
- VPS Hosting;
- Managed Business Hosting;

## **Products/Services With Special Refund Terms**

- Professional Web Design Services: See DIFM special terms

## **Products/Services NOT eligible For Refunds**

- AdGuru;
- Cloud Servers;
- Domain Name Registrations;
- Domain Name Renewals;
- Domain Name Transfer fees (if applicable);
- Domain Name Transfer services (if successful);
- Domain Privacy Services;
- Expert Services (billable time);
- G Suite by Google (all versions);
- Installation fees for custom software;
- Managed Services;
- Merchant Accounts;
- Migration Services;
- Microsoft Office 365 (all versions);
- OnePlan Connect;
- Premium Domain Names;
- Professional Services Fees;
- Redemption Fees;
- SiteLock 911;
- Sucuri;
- SSL Certificates;
- Website Security;
- Website Transfers;
- Jetpack.

ALL REFUNDS WILL BE CALCULATED BY SUBTRACTING THE AMOUNTS NOT ELIGIBLE FOR A REFUND ABOVE FROM ANY FEES PAID BY YOU.

SPECIAL NOTE: All domain registrations and renewals are final and cannot be reversed or changed once completed; please check your domain registration for any errors (typo or incorrect TLD) and also check the registration or renewal length prior to submitting your order.

### **Purchased Product with a Free Domain**

Any product purchase with a Free Domain Name registration promotion is subject to the following conditions. In the event any purchased product or service includes a free domain name, if you cancel the purchased product or service, the regular rate for the domain name will be deducted from the refund amount.

### **Money-Back Guarantee Period for Hosting Services**

If you are not satisfied at any time during the thirty (30) days following your first purchase of Hosting Services you may cancel your Services by using the cancellation form in your HostPapa dashboard. You will receive a refund within ninety (90) days of the service

cancellation.

You will receive a full refund of all Shared Web Hosting, VPS Hosting, Optimized WordPress Hosting, and Reseller Hosting fees paid by you to HostPapa for the initial term. Money-Back Guarantee refunds shall be due to you only upon your compliance with, and subject in all respects to, our terms and conditions. Requests for these refunds must be made in writing to the HostPapa Support Team through your HostPapa dashboard. Money-Back Guarantee Refunds will not accrue and shall not be paid under any circumstances if you do not provide the applicable refund request within this money-back period.

Only first-time accounts are eligible for a refund. For example, if you've had an account with us before, canceled and signed up again, or if you have opened a second account with us, you will not be eligible for a refund.

### **Renewals of Services**

IN ORDER TO ENSURE THAT YOU DO NOT EXPERIENCE INTERRUPTION OR LOSS OF SERVICES, ALL SERVICES AUTOMATICALLY RENEW. We will notify you of your upcoming renewals at least 15 days in advance and unless you submit a cancellation request using the cancellation form in your HostPapa dashboard the services will be renewed at HostPapa's then current rates using the payment method you have provided to us. IF YOU DO NOT WISH FOR ANY SERVICE TO AUTOMATICALLY RENEW, YOU MAY ELECT TO CANCEL THE SERVICE EITHER IMMEDIATELY OR UPON EXPIRATION OF THE THEN CURRENT TERM.

### **Cancellation Process**

You may terminate a Service at any time by using the web-based cancellation form in the My Services section of your HostPapa dashboard OR by submitting a ticket or an email to our billing department from an email address of record on your account with the specific rights and privileges to terminate your Services.

You must clearly state the following information:

- a) the specific Service you intend to cancel;
- b) your intention to cancel the Service immediately or at the end of your term; and
- c) any other instructions required by our billing department.

In addition, your REQUEST MUST BE CONFIRMED BY OUR BILLING DEPARTMENT BEFORE YOUR SERVICES ARE ACTUALLY CANCELLED. We will review your request within 3-5 business days and send you an email to notify you that the cancellation has been processed or to request further information.

We require all cancellations to be submitted in accordance with this process in order to:

- (a) confirm your identity;
- (b) confirm in writing that you are prepared for all of your files and emails to be removed from

our servers if applicable to the Service you are canceling; and  
(c) document the cancellation request.

This process aims to reduce the likelihood of mistakes, fraudulent/malicious requests, and to ensure that you are aware that your files, emails, and account may be removed immediately and permanently after a cancellation request is processed.

For additional support or questions regarding your cancellation, you can [contact us](#) by telephone or submit a support ticket through your HostPapa dashboard marked “Attention Billing Department”.