

STANDARD REFUND TERMS

Products purchased from Fixdhost may be refunded only if canceled within 30 days of the date of the transaction.

Note: Due to their nature, cryptocurrencies, tokens and digital assets are generally irreversible and their exchange rates are highly volatile and transitory. We can not be responsible for any risk including but not limited to exchange rate risk and market risk. **Products purchased using cryptocurrencies, tokens or digital assets will not be refunded.**

Note: If a client's actions are found to violate applicable laws or Fixdhost's Terms of Services, any payments made to Fixdhost will not be refunded.

“Date of the transaction,” for the purpose of this Refund Policy, means the date of purchase of any product or service, which includes the date any renewal is processed by Fixdhost in accordance with the terms and conditions of the applicable product or service agreement ([Terms of Use](#)). You may cancel a product at any time, but a refund will only be issued if cancellation is requested within the refund timeframe specified for the applicable product, if available at all. Note: Some products have different policies or requirements for a refund associated with them, including some products that are not eligible for a refund under any circumstance. Please see below for refund terms applicable to such products:

PRODUCTS AVAILABLE FOR REFUND UNDER STANDARD TERMS

- Hosting (all plans, except first payment after Free Trial)
- SSL Certificates
- Daily Backups
- CloudFlare
- Fixdhost Email
- Titan Email
- Priority Support
- NordVPN 6 and 12-month plans
- Minecraft (Game Panel) VPS (except upgrades)
- KVM VPS (except upgrades)
- WordPress Addons

PRODUCTS NOT AVAILABLE FOR REFUNDS

- Redemption Fees
- Domain Name Renewals
- Domain Name Transfers (if the transfer is successful)
- Privacy Protection
- SEO Toolkit
- SEO Marketing Panel
- Google Workspace Email
- VPS License

- Website Cleanup
- Upgrades for Minecraft (Game Panel) VPS
- Upgrades for KVM VPS

Any products or services that were suspended, canceled, or terminated due to the abusive usage of the products, services, or any other violation of the Terms and Conditions are not eligible for a refund.

The purpose of the refund is for customers to try and understand whether the services provided by Fixdhost suit their needs. In any way, Fixdhost will not tolerate abusive usage of refunds (i.e., refunding the same services multiple times and (or) repetitively purchasing and asking for a refund for services purchased in bulk, etc.). Fixdhost remains a right to unilaterally decline the request for a refund if any of the signs related to the abuse of the refunds occur.

PRODUCTS WITH SPECIAL REFUND TERMS

New Registration of Domain Name: Refundable only if at the moment of initiation of the refund **both** the following conditions are met: (i) domain name refund is initiated within 96 hours from such domain name registration **and** (ii) more than 24 hours have passed from the moment of initiation of last refund of any other domain name registration.

In case of .br (including .com.br and .net.br) domain name, its registration is refundable if the following condition is met: domain name refund is initiated within 168 hours from such domain name registration.

The following ccTLD registries DO NOT permit refunds upon cancellation:

- .ai
- .be
- .ca
- .ch
- .cz
- .dk
- .es (including .com.es, .nom.es, and .org.es)
- .eu
- .fr
- .hu
- .it
- .nl
- .nu
- .ru (including .com.ru, .net.ru, and .org.ru)
- .se (including .com.se)
- .cat
- .asia
- .de (including .com.de)
- .uk (including .co.uk, .org.uk, .me.uk)
- .in (including .co.in, .in.net)
- .us

- .pl (including .com.pl, .net.pl, .info.pl, .biz.pl)
- .pw
- .ag
- .xxx
- .vc
- .tf
- .re
- .pm
- .mn
- .lv
- .lt
- .lc
- .jp
- .jp.net
- .frl
- .cl
- .bz
- .at
- .am
- .yt
- .wf
- .tv
- .sc
- .pt
- .mx (including .com.mx, .net.mx)
- .lu
- .li
- .la
- .gr (including .gr.com)
- .fm
- .cx
- .com.pt
- .cn.com
- .cc
- .ar.com
- .com.au
- .ae (including .ae.org)
- .gg
- .pe
- .pk
- .fi

Domain Name Transfers: Refundable only if **both** the following conditions are met:
 (i) the domain name transfer is unsuccessful **and** (ii) refund is initiated within 30 days from payment for such transfer.

REFUNDS FOR SPECIAL DEALS

From time to time, Fixdhost offers special deals such as a free domain when buying 12/24/48 months hosting plan.

Such free domains provided as part of special deals are non-refundable (except for .br, .com.br and .net.br domains) and cannot be exchanged to other (different) domains and (or) products.

Keeping in mind that there are different conditions for domain refunds (as described in this Refund Policy), Fixdhost remains the right to refund you a difference between your paid amount and the domain you received for free price. In such a case, you can keep using a domain name for the remaining billing period term.

PAYMENT METHODS WITH SPECIAL REFUND TERMS:

Please note that all payment processors have different policies and requirements for refunds and there are some payment methods that are not eligible for a refund under any circumstance.

Please be informed that products purchased using these payment methods can not be refunded to the original payment source:

- Multibanco (Portugal)
- GCash (Philippines)
- Fawry (Egypt)

Only a refund to Fixdhost Balance is possible for these payment methods.

The following payment method supports full refunds only:

- VTC Pay (Vietnam)

REFUNDS TO BALANCE

We provide refunds to the original funding source. But if you would like to use funds to purchase another Fixdhost service instantly, you can select a refund to your Fixdhost Balance. Please note that once a refund to Fixdhost Balance is initiated for a selected invoice, it becomes irrevocable and cannot be refunded to a different source.

REFUNDS FROM BALANCE

Over-funded balance can be refunded within 30 days of the payment that resulted in the over-funding. In special cases, other payments can be refunded instead of the original payment if the 30-day time-frame can be applied to those payments.

CHARGEBACKS

If at any time, we record a decline, chargeback, reversal, payment dispute, risk of payment fraud or other rejection of a charge of any payable fees on your Fixdhost account (“**Chargeback**”), this will be considered as a breach of your payment obligations hereunder, therefore you agree that Fixdhost may pursue all available lawful remedies in order to obtain payment, including but not limited to, immediate termination, without notice to you, of your Fixdhost account and any domain names or Fixdhost services registered or renewed on your behalf (“**Services**”). In addition,

this will also result in disabling the option to checkout with a credit card for your Fixdhost account to limit the risk of payment fraud.

In the event a Chargeback is performed, your Fixdhost account may be blocked without the option to re-purchase or re-use it, and any data contained in such a Fixdhost account, including any certain content, features, or capacity of your Fixdhost account may be subject to cancellation and loss of data.

Your use of the Fixdhost Services and the ability to checkout using credit card will not resume until you:

verify the payment method used for the disputed transaction, either by providing: proof of the payment; or

a simple censored photo of the credit card, with uncovered first 6 (six) and last 4 (four) digits.

pay any applicable fees in full, including any fees and expenses incurred by Fixdhost and/or any third party services for each Chargeback received (including fees for Fixdhost Services provided prior to the Chargeback, handling and processing charges and fees incurred by the payment processor).

Cases related to criminal fraud chargebacks or obvious payment fraud (i.e. cases where compromised credit card details were used to make purchases) will result in permanent service termination without any option to recover.

If you have any questions or concerns regarding a payment made to Fixdhost, we encourage you to first contact our Customer Support team before filing a Chargeback or reversal of payment, in order to prevent the Fixdhost Services from being canceled and your Fixdhost account being blocked, and to avoid the filing of an unwarranted or erroneous Chargeback, which may result in your being liable for its applicable fees, in addition to re-payment of all the fees applicable to the Fixdhost Services purchased (and charged-back) by you.

We reserve our right to dispute any Chargeback received, including by providing the relevant credit card company or financial institution with any information and documentation proving that the User responsible for such Chargeback did in fact authorize the transaction and make use of the Services rendered thereafter.