Billing Assistance

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How do I pay using Webmoney? *

If you have a PaySpark Mastercard associated with your Webmoney account, you can easily use the credit card payment method to pay for our services.

However, if you face any issues while using your PaySpark Mastercard directly, don't worry! We have another option. You can add your PaySpark Mastercard to your PayPal account and use PayPal to pay for our services, which is completely hassle-free.

In case neither of these payment methods works for you, we regret to inform you that we cannot accept Webmoney transfers at this time. However, please check our client area or this page periodically, as we may begin accepting Webmoney transfers in the future.

To summarize, we have two excellent payment options available for you. We are always exploring new ways to make the payment process even more comfortable for our clients. Thank you for choosing our services, and please let us know if you have any questions.

How Can I Upgrade or Downgrade My Service? *

We're thrilled to let you know that upgrading or downgrading your service is a breeze through your client area!

To get started, simply log in to your client area and head to the Services section. From there, click on the "Manage" button next to the service you'd like to modify.

Select the "Change Package" button to choose your desired upgrade or downgrade. You can also adjust your billing cycle to better suit your needs.

When you're ready, hit the "Review" button to see a pro-rated calculation of how much you'll need to pay. If you're satisfied with the changes, click "Save," and we'll request payment if needed.

Don't worry if you change your mind and there's a payment pending. After 72 hours, your request will be automatically canceled.

Please note that currently, we are unable to automatically reduce the storage for KVM Servers (for instance, VPS, VDS, or Virtual Servers). In case you need to downgrade the storage, you will have to buy a new server, transfer your data, and then cancel the old one. Furthermore, please be aware that upgrading or downgrading might not be feasible for all services, such as dedicated servers.

We're always here to help! If you need further assistance, don't hesitate to reach out to our team. We'll do everything we can to assist you.

How do I pay using Skrill (formerly Moneybookers)? *

If you have a Skrill Visa® Prepaid Card, you can easily pay for your services with our Credit Card payment method, without any hassle. This is a convenient way to manage your payments and keep your services running smoothly. Please note that currently, it is not possible to pay directly with Skrill unless you have a Skrill Visa® Prepaid Card.

Our support team is available 24/7 to help you with any questions or concerns that you may have. If you need any assistance, please don't hesitate to contact us anytime - we're always happy to help. We value your business and are committed to providing you with the best service possible. We look forward to supporting your business needs.

How Can I Request a Refund? *

We're sorry to hear that you're considering canceling your service with us. We truly value your business and would like to address any concerns or issues you may be experiencing. If there's anything we can do to improve your experience, please don't hesitate to let us know.

14-Day Money-Back Guarantee for New Clients

For new clients, we offer a 14-day money-back guarantee on eligible products. If you're within this window and wish to request a refund, simply cancel your service and submit a refund request via ticket or email.

However, please note that certain restrictions apply, so we recommend reviewing our refund policy for additional information on eligible products and limitations (for example, domain registrations, managed servers, or dedicated servers are not refundable).

Credits and Refunds for Canceled Services with Prior Charges

This section concerns payments already made ahead of the billing cycle only. For example, if you paid for a year of service and wish to cancel the service in the middle of an ongoing cycle, please understand that we cannot provide refunds for it.

If you've already been charged for a canceled service that hasn't been effectively renewed yet, we may be able to credit the amount to your client account without any costs, allowing you to renew future services.

If you prefer a refund, there might be costs involved, as some payment processors charge fees to process refunds. The exact amount of fees, if any, will depend on the payment method used (e.g. credit card, PayPal, etc.). Additionally, we charge an administrative fee to compensate us for the bureaucratic tasks associated with refunding your payment. We will inform you about the costs involved upon receiving your request.

To request a credit or refund, please submit a refund request through a ticket or email. Be aware that we reserve the right to accept or deny these requests based on various circumstances related to a specific service. This is because, for some services, we may rely on a supplier that does not accept refunds or cancellations once the service has been paid for. We appreciate your understanding in this matter.

Conclusion

We appreciate your business and hope to have the opportunity to serve you again in the future. If you need further assistance or have any questions, feel free to contact us. Thank you for considering our services!

Why is Your Service Suspended and How to Get It Back Online? *

If you are experiencing a service suspension, we're here to help!

Let's start by checking the bandwidth usage of your service. If your service still has available bandwidth, it's possible that a late payment in our billing system is causing the issue.

To confirm if this is the case, log into your client area, and you'll see an alert on your dashboard indicating the amount that is past due. Once you have paid any outstanding invoices, please wait for up to 5 minutes to see your service working again.

If your billing account is fully paid and up-to-date, there may be a security or abuse issue that needs to be addressed. In this scenario, we will open a ticket to notify you about the situation and provide further instructions on how to resolve it.

It's essential to address any security or abuse issues as soon as possible to ensure your service is restored quickly and prevent any further issues from occurring.

In either case, our dedicated support team is here to assist you! If you have followed the instructions in this article and still need help, please don't hesitate to contact us at your earliest convenience.

We are committed to providing you with the best service possible, and we look forward to resolving any issues you may have.

What happens if my service is suspended or terminated due to unlawful conduct? *

We take the security and well-being of our platform very seriously, and we want to make sure that our services are always being used for lawful purposes. In the rare case of unlawful conduct, such as DDoS attacks or spamming, we may need to suspend or terminate your service.

Working with you to avoid service interruptions

If we have to suspend or terminate your service, we will always try to work with you to avoid service interruptions. We will contact you beforehand and give you time to correct the problem. In most cases, we can restore your service after the issue is resolved. However, please note that we reserve the right to charge a restoration fee if the issue is not resolved within the given time frame.

Protecting your data

If we have to permanently suspend or terminate your service, we will let you know and offer to provide a backup of your data. We save all data for ten days, after which we cannot guarantee its availability unless you have a paid backup service. We strongly recommend using a paid backup service, as it provides reliable and continuous data storage.

Retrieving your data

If you don't have your backups, we can provide temporary access to your data for a fee. The fee includes direct access to your data or backups of up to 2 TB of disk space. If you have more than 2 TB of disk space, additional fees may apply for each additional 2 TB. We will give you 30 days to retrieve your backups each time we charge a fee.

Please note that the fee may change over time. For current fee information, please contact us.

How to include any of our services as part of a contract? *

Incorporating our services into a contract is simple and hassle-free. With our services, you can set up the necessary features and forget about them, depending on the type of contract you have with your customer. You can pay for the services in advance, for example, on a yearly basis, and include the expense in the contract's invoice.

Upgrades are quick and easy with just one click, and you can use your preferred payment method. Additionally, our support team is always available to assist you via your preferred contact method. Our goal is to make your experience with us as smooth and stress-free as possible.

We also offer special billing features specifically designed for website contracts. You can choose to pay in advance or opt for a yearly payment plan instead of a monthly one. By doing so, you can rest assured that your client's website is in good hands, allowing you to focus on your other priorities.

Thank you for considering our services. We look forward to working with you and providing top-notch service for both you and your clients.