

# 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!

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