



# Newline Hosting

## **REFUND POLICY**

### **STANDARD REFUND TERMS**

Products purchased from Newline Hosting, LLC may be refunded only if cancelled by an authorized client contact on file within the following timeframe:

**Annual Plans** - Within 30 days of the *date of the transaction*

**Monthly Plans\*** - Within 72 hours of the *date of the transaction*.

*\*Monthly Plans include all plans with less than a 1-year term (e.g., 6 mos., 9 mos., etc.)*

**“Date of the transaction,”** for the purpose of this Refund Policy, means the processed purchase date of any product or service or the date that a signed contract for service is received by Newline Hosting, LLC, whichever is soonest. This includes the date any product or service *renewal* is processed 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 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 product exclusions.

### **PRODUCTS NOT ELIGIBLE FOR REFUNDS**

- Domain Name Registrations and Renewals
- SSL Certificates
- System Administration and similar professional services work performed by-the-hour
- Custom ordered equipment or hosting arrangements beyond advertised service offerings

### **DISCLAIMERS**

Although most changes are likely to be minor, this policy may change from time-to-time, at the sole discretion of Newline Hosting, LLC. The posting of the policy online serves as the only required notice and visitors are encouraged to frequently check this page for any changes to this policy.

This Policy is provided in the English language. To the extent any translation is provided to you, it is provided for convenience purposes only, and in the event of any conflict between the English and translated version, the English version will control and prevail.