

Refund Policy

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28 Day Guarantee

In accordance with our Terms & Conditions (Section 4), all our hosting and e-mail services can be canceled within the first twenty-eight (28) days of a new contract. Should you wish to cancel your contract with us, you will receive a full refund for hosting service(s) only.

Cooling Off Period

European Law (including the Distance Selling Regulations 2000) requires all transactions to be given at least a seven (7) day cooling off period (under our Terms & Conditions, this has been extended to twenty-eight (28) days). This reserves you the right, within twenty-eight (28) days, to cancel the contract and request a full refund. The conditions to this are:

- ▶ where payment has been made by credit or debit card, any refund will only be issued to the same credit or debit card;
- ▶ domain names, bandwidth charges and additional, separate, customized services (including maintenance and/or extra support) are excluded from this cooling off period.
- ▶ On termination of the contract, we will suspend your services and provide you with a minimum of five (5) working days for the purpose of data retrieval, after such period all data and details will be deleted from our server(s).

Exceptions

Domain names can not be covered by this refund policy as domain names are not returnable by their nature. When a domain name has been successfully leased from its relevant body (i.e. once service has commenced) we are unable to offer any refund for the domain name. We will however assist our customers in the transfer of domains or facilities to park the domain name until they can find a suitable solution.

We do not charge extra for transferring and/or parking domains. However, please note there are inherent charges in transferring a domain – it can only be done when re-registering the domain, and therefore extended the expiration date (i.e. the cost of a transfer is usually a single-year's registration – once transferred the expiry date is extended by one year).

Although most companies only change the cost of a standard registration, there may be possible charges associated with transferring into another company. We cannot be help responsible for the costs associated with a third-party.

Also, some regulations from registry bodies require a minimum time-period within which a domain cannot be transferred out of a registrar. This can range between thirty (30) and ninety (90) days.

Claims

To claim a refund under our 'Cooling Off Period' you will need your access codes and your invoice number (provided during sign-up or directly by us).

To request termination, please e-mail these details to us at support@jabwebsolutions.co.uk, launch a ticket via our website or send us a letter to:

Contract Termination
JAB Web Solutions Limited
Suite 145
63 Wellfield Road
Roath
Cardiff
Mid-Glamorgan
CF24 3DG

If you have any questions about the refund, or any other, policy please e-mail enquiries@jabwebsolutions.co.uk, or launch a ticket via our website.