

Money Back Guarantee

If for any reason you are not 100% satisfied with our Hosting Services, please contact us at billing@dimensionet.com within the first 30 days of your purchase to request for a product refund. You will not be refunded for any **Third Party charges**. Please read the details below:

- Our 30-day money back guarantee only applies to 12 months or above Hosting Packages.
- No refunds on dedicated and managed server products/services purchases.
- The refund only applies to fees paid for hosting services and does not include administrative fees, transaction fees, bank charges, etc.
- Refunds does not apply to any add-on services, domains, software, licenses, IP addresses, SSL certificates.
- There are no refunds for any additional or optional services such as additional bandwidth usage.
- We do not issue refunds for domain name registration or renewal fees. You won't lose your domain name. You can transfer it or point it elsewhere at your convenience.
- Once domain name is registered or transferred, it cannot be deleted and / or transferred. If you have purchased hosting plan and decide to cancel within 30 days of your purchase, all domain registration fee and domain renewal fee cannot be refunded.
- The 30-day money back guarantee starts from the day the order was purchased. No refunds will be given after 30 days.
- Under the money-back guarantee, only first-time accounts are eligible for a refund. If you had an account with us before, canceled and signed up again, you will not be eligible for a refund. This is to protect our money-back guarantee from being abused. DNC reserves the right to determine the definition of first-time account.
- Any customer who has breached or whose account has been suspended or terminated due to the breach of the Terms of Service and Acceptable Use Policy has automatically forfeited the right to use the 30-day money back guarantee.

Amendments

we may update, amend, modify or supplement this Agreement from time to time without prior notice. The most current version of this Agreement can be found at our website <http://www.dimensionet.com>.