



Xurver

Refund Policy

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Xurver Refund Policy

We know that running your own game server/vps/dedicated/web-hosting can be a daunting task that overwhelms many people, and with that, we also believe in treating our customers with a fair and reasonable guarantee that they'll be satisfied with the service we provide. Whilst the situations below may describe various ways of appropriating a full or partial refund, Xurver reserves the right to decline a refund request for any or no reason at its sole discretion.

1. Refunds

Credit refunds will be applied instantly into the customer's account. Refunds may be appropriated as credit in euros or refunded back to the PayPal account or credit/debit card that made the purchase.

With PayPal or credit/debit card refunds, we ask our customers to allow up to 5 business days for the refund to be added back to their account balance.

Credit or debit cards may take up to 7 business days to be processed.

2. 7 Days Money Back Guarantee

If during the first 7 days after purchase a customer finds themselves not satisfied or no longer want the services, they will be granted a full refund minus administrative expenses such as credit card processing fees, per the eligibility described herein. This guarantee is only valid for one service per customer, throughout the lifetime of their account for products that do not have a free trial offered.

Hosting packages have a 7-day money back guarantee. You will be refunded the full amount minus administrative expenses such as credit card processing fees.

Customers can start the refund process by opening a ticket with the Xurver billing department through the billing client area.

Domain Name Registrations, SSL Certificates, website builders, Email Security, dedicated servers and VPS are excluded from the refund policy.

Service renewals are not applicable for any guarantees or refunds.

3. System Failure Guarantee

If our hardware, network, or service platform fails for any continuous time period, you may be eligible for a partial credit refund or extension of service time. System maintenance and repair time is not eligible or counted towards downtime to a service. Extended maintenance or unexpected maintenance may be eligible, solely at Xurver's discretion. Contacting support would be required to assess the potential for a refund.

Any malicious attacks to our network, hardware, or services are not guaranteed for a refund. Any custom software installed by the customer or on behalf of the customer that creates erroneous problems, failed (crashed) services, or downtime are also not eligible for a refund.

4. Eligible Services

All of our services are not eligible for a refund. Any of our shared game servers, web hosting, or voice services may be eligible for a refund. Domain registrations or transfers, SSL Certificates, SEO services, VPS, and dedicated servers may not be eligible for a refund and have no guarantee thereof. Services that have a free trial on offer are not eligible for a refund.

5. Refund Fees

If at any time a charge-back or refund creates a fee to Xurver by a payment gateway from a payment made by a customer, the customer is responsible for paying the fee and may be billed for such.

6. Contact Us

If you have any further concerns about our refund policy feel free to contact us.

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