

## 7 Days Money Back Policy

Arkinfonet Solutions Offer's our Customer with a 7 days' money back Policy. This Policy allows our Valuable customers to use our Service at 100% Risk Free.

### Refund Policy for Shared, Reseller, Master Reseller, Alpha Reseller Plans

Arkinfonet Solutions Refund Policy Applicable only for new clients. Existing clients will not eligible for the 7 days money back policy even for new orders. We would be happy to give you a full refund within the 7 days of purchase if you are not comfortable with our Services.

There will be no Refunds for Domain Registration, Renewals, Domain Transfers.

There will be no Refunds for Hosting Add-ons (Dedicated IP)/License Renewals and Hosting Renewals There will be no Refunds for Services/Hosting Packages which includes Free Billing Software (Blesta/WHMCS) As we need to pay for License to Concerned Vendors. There will be no Refunds for Malwares/Phishing/Spamming Related Issues

There will be no Refunds if the customer Requested for Migration of service from other servers as it will have some admin works to perform the migration task.

There will be no Refunds if the customer Violated our Terms of Service / FUP Policy

To get a Refund customer should create a cancellation request from the client area and open a ticket.

The refund will be processed in 7 - 10 working days to your original Payment method from our end.

Before Doing the cancellation request make sure you have taken all your backups. After the cancellation of Service, Arkinfonet Solutions cannot be held responsible for data loss due to suspension or termination.

### PayPal Dispute Handling

In case of any PayPal Dispute Raised by a customer the payment you have made on the invoice will be reversed. The service will be suspended. You can contact our Support before opening a dispute to resolve your issue smoothly

In case of any Data loss due to service suspension/termination in PayPal Dispute cases Arkinfonet Solutions is not responsible!

**VPS Servers, Dedicated Servers, License's and Bulk SMS Does not Eligible for Refunds All sales are final**

Updated & Effective from 15th December,2019