# REFUND POLICY

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LEGAL & POLICIES

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## 1. Introduction

This Refund Policy explains how Cloudtria Limited ("Cloudtria", "we", "us" or "our") handles refunds, cancellations, credits and billing adjustments for products and services purchased through Cloudtria.

We aim to provide transparent and fair billing practices while recognising that different products and services have different provisioning, licensing and third-party costs.

This policy applies to purchases made directly through Cloudtria, including Cloudtria Hosting, domain registrations, infrastructure services, cybersecurity products and associated subscriptions.

## 2. General refund principles

All refund requests are assessed according to:

- The nature of the product or service purchased.
- Whether the service has been provisioned, activated or consumed.
- The applicable billing period and contractual commitments.
- Any applicable third-party supplier or registry restrictions.
- The circumstances giving rise to the refund request.
- Applicable consumer protection laws.

Payment for a service does not automatically create an entitlement to a refund if the customer subsequently changes their mind or no longer requires the service.

Nothing in this policy limits rights or remedies that cannot lawfully be excluded under applicable legislation.

## 3. Hosting and subscription services

### 3.1 Monthly subscriptions

Customers may request cancellation of monthly hosting and subscription services at any time, subject to the applicable

service agreement.

Unless otherwise specified, cancellation will take effect at the end of the current paid billing period.

Unused portions of a billing period are not ordinarily refundable where the service has been made available and remains operational.

### 3.2 Annual subscriptions

Annual services are generally billed in advance for the selected subscription period.

Where a customer requests cancellation after the service has commenced, refunds are not ordinarily provided for unused portions of the subscription period unless required by law or approved by Cloudtria.

### 3.3 Service commencement

A service is considered commenced when Cloudtria has provisioned, activated or otherwise made the purchased service available to the customer.

This may include the allocation of hosting resources, virtual servers, licences, software subscriptions or other infrastructure.

## 4. Domain registrations and transfers

Domain registrations are subject to third-party registry and registrar requirements.

Once a domain registration, renewal or transfer has been successfully submitted and processed, the associated registration fees are generally non-refundable.

This is because domain registrations involve transactions with external registries and registrars that cannot ordinarily be reversed.

Refunds will not normally be provided for:

- Incorrect domain names submitted by the customer.
- Changes of mind after successful registration.
- Registrations that have already been activated.
- Domain names that are subsequently suspended or cancelled due to customer actions or policy violations.

- Failure to use or configure a registered domain name.

If a registration fails due to a technical issue and the domain registration has not been completed, Cloudtria will investigate and, where appropriate, issue a refund or account credit.

## 5. SSL certificates, licences and third-party products

Products involving third-party licensing, provisioning or registration are subject to the relevant supplier's refund and cancellation conditions.

These may include:

- SSL/TLS certificates.
- Software licences.
- Security subscriptions.
- Third-party applications and integrations.
- Domain privacy services.
- Other externally provisioned products.

Where a third-party provider does not permit refunds following activation or provisioning, Cloudtria may be unable to provide a refund for that product.

This does not affect any rights or remedies that apply under applicable law.

## 6. Free trials and promotional offers

Where a service includes a free trial, promotional period or introductory offer, the applicable trial conditions will be presented at the time of purchase or activation.

Customers are responsible for cancelling trial services before the end of the trial period if they do not wish to continue with a paid subscription.

Where a trial automatically converts into a paid subscription, the applicable renewal and billing terms will be disclosed during signup.

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Promotional credits, discounts and complimentary services have no cash value and are not refundable unless required by law or expressly agreed by Cloudtria.

## 7. Service failures and billing errors

Cloudtria will investigate legitimate complaints relating to:

- Incorrect or duplicate billing.
- Services that were charged for but not provisioned.
- Significant service failures.
- Incorrect subscription charges.
- Charges resulting from administrative or technical errors.

Where Cloudtria confirms that an error has occurred, we may issue an appropriate refund, account credit or billing adjustment.

Where a service failure has occurred, Cloudtria may first seek to restore or remedy the affected service where appropriate.

## 8. Customer cancellations

Customers may request cancellation through the Cloudtria customer portal or by contacting our support team.

Customers should ensure that they:

- Cancel services before their next renewal date where applicable.
- Retain any data they wish to keep before service termination.
- Transfer domain names before allowing them to expire if they intend to continue using them elsewhere.
- Settle any outstanding invoices and charges.

Cancellation of a service does not automatically cancel other related services or subscriptions.

## 9. Refund request process

Refund requests should be submitted through the Cloudtria customer portal or by contacting our support team.

Requests should include:

- Customer account details.
- The relevant invoice or transaction reference.
- The service or product concerned.
- The reason for requesting a refund.

Cloudtria will assess each request and may request additional information where necessary.

Approved refunds will ordinarily be returned to the original payment method where supported by the payment provider.

Processing times may vary depending on the payment provider and financial institution.

## 10. Chargebacks and payment disputes

Customers are encouraged to contact Cloudtria before initiating a payment dispute or chargeback.

We will investigate disputed transactions and provide relevant billing and service records to payment providers where appropriate.

Fraudulent or unjustified chargebacks may result in service restrictions or suspension, subject to applicable law and the relevant service agreement.

## 11. Statutory rights

Cloudtria operates in accordance with applicable consumer protection and commercial laws.

For customers in New Zealand, nothing in this policy excludes, restricts or modifies rights available under the Consumer Guarantees Act 1993, Fair Trading Act 1986 or other applicable legislation.

Where permitted by law, different contractual arrangements may apply to business-to-business transactions.

## 12. Changes to this policy

Cloudtria may update this policy from time to time.

Updated versions will be published on our website with a revised effective date.

## 13. Contact information

For refund enquiries or assistance, please contact Cloudtria through our website.

**Cloudtria Limited**

Website: https://www.cloudtria.com

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