

Please read and make sure you fully understand our refund policy prior to making a payment.

Refund policy and requesting a refund

Sorry to hear you're looking for a refund! To check your eligibility, see our refund policy

SLIPLINK NETWORK HOSTING & DOMAIN REGISTRATIONS operates as a business and we expect CLIENTS to understand and respect our policies. Our goal as an internet marketing company is to bring the highest value per dollar spent by our CLIENTS, and in order to help us in that pursuit, we need to cover expenses and fuel our operations. Therefore, we require payments to be made on-time in respect to the services offered to CLIENT.

THIS IS OUR REFUND AND CANCELLATION POLICY AND BY HIRING SLIPLINK NETWORK HOSTING & DOMAIN REGISTRATIONS FOR SERVICES YOU ARE BOUND BY THIS AGREEMENT AND YOU AGREE TO ABIDE BY OUR POLICIES.

STANDARD REFUND TERMS

Most products purchased from Sliplink Network Hosting & Domain Registrations.com, may be refunded only if cancelled within the following timeframe:

Annual Plans+ - Within 30 days of the date of the transaction

Monthly Plans*+ - Within 48 hours of the date of the transaction.

*Monthly Plans include all plans with less than a 1-year term (e.g., 6 mos., 9 mos., etc.)

+Security products with remediation service cannot be refunded once a cleanup request has been submitted.

“Date of the transaction,” for the purpose of this Refund Policy, means the date of purchase of any product or service, which includes the date any renewal is processed by Sliplink Network Hosting & Domain Registrations.com, LLC in accordance with the terms and conditions of the applicable product or service agreement (see here).

You may cancel a product at any time, but a refund will only be issued if you request a refund via telephone with Sliplink Network Hosting & Domain Registrations’ customer service within the refund timeframe specified for the applicable product, if available at all.

Note: Some products have different policies or requirements for a refund associated with them, including some products that are not eligible for a refund under any circumstance. Please see below for refund terms applicable to such products.

This Policy is provided in the English language. To the extent any translation is provided to you, it is provided for convenience purposes only, and in the event of any conflict between the English and translated version, the English version will control and prevail.

Web Development

Web design and development projects require extensive resources, consumes our time and incurs internal expenses. Therefore, once a payment or deposit is made, it is non-refundable. If a project gets cancelled, delayed or postponed by the CLIENT, then all monies paid will be retained by SLIPLINK NETWORK HOSTING & DOMAIN REGISTRATIONS and if applicable, an additional cost will be charged to the CLIENT for all work completed beyond what was already paid for. No exceptions. A non-refundable deposit amount of 50% is due at the time of the contract signing. Cancellation of any service project by either party will result in a refund to the client of all fees paid beyond the deposit amount, minus the amount already incurred in the development of the project by the date of cancellation, based on the amount of \$90/hour. Services cancellation refunds will be processed and delivered within 5 business days of the cancellation date.

Search Engine Optimization, Social Media Marketing, & Internet Marketing

Payments for Search Engine Optimization, Social Media Marketing or any of our Internet Marketing services are non-refundable even if a fee was paid in advance. Once a payment or deposit is made, there are no exceptions to our refund policy.

Assisted Service

Refundable after the initial three months.

Auction Featured Listings

Refundable during first 24 hours if there are no bids.

Auctions Additional Categories

Refundable during the first 48 hours if there are no bids.

Domain Backorders

If a Domain Backorder credit has been applied to an auction, then it is non-refundable (if not yet applied to an auction, eligible for a refund within 30 days of the date of the transaction).

Ad Spend

For SEV Premium, the ad spend and search marketing fees are non-refundable for the current month. We may refund future pre-paid months and future-month additional ad spend and search marketing fees.

Setup Fees:

Setup fees are applied directly to expenses incurred by SLIPLINK NETWORK HOSTING & DOMAIN REGISTRATIONS in the setup phase of any SEO or Internet Marketing campaigns and are non-refundable.

Chargebacks:

We provide an extensive portfolio for you to view before hiring us for your project, so you can see the quality level of our work and be completely comfortable working with us. If you have any questions or reservations, please contact us prior to making a payment for our services.

We normally ask for CLIENT credit card or payment info so that we can charge the CLIENTS card for services provided OR we may also send an invoice so that you can pay from your end. Claiming that you didn't provide your card info or that you are not aware of such charges is illegal and fraudulent.

If any chargeback or payment dispute is caused by CLIENT (i.e. PayPal Dispute) from a credit card company or bank, then CLIENT services and/or projects will be suspended and in some cases all work will be undone (reversed) without notice. Furthermore, the amount of the \$50 chargeback fee (issued to recover fees passed on to us by the credit company), plus any outstanding balances accrued as a result of the chargeback(s) must be paid in full before service is restored, files delivered, or any further work is done. Instead of issuing a chargeback, contact us to address any billing issues. Requesting a chargeback or opening a dispute for a valid charge from us is fraud and is never an appropriate or legal means of obtaining a refund. **Please read and make sure you fully understand this refund policy prior to making a payment. DO NOT MAKE PAYMENT UNLESS YOU AGREE 100% AND FULLY UNDERSTAND IT.**

In Addition, any outstanding balances accrued as a result of the chargeback(s) will have to be paid in full before we restore service, deliver any files, or commence any work.

PLEASE CONTACT US TO ADDRESS ANY BILLING ISSUES AND WE WILL GLADLY HELP YOU.

Requesting a chargeback or opening a dispute for a valid charge from us is fraud. Chargebacks are never a legal or appropriate means of obtaining a refund. All disputes will be challenged by our lawyers with sufficient evidence from our records.

Website Hosting:

All hosting payments whether present or past months are non-refundable. Web hosting accounts are set up from the date of your order and are allotted a limited amount of server resources depending on the plan you purchased.

If CLIENT opens a hosting account but does not use it, payment will still be due. Hosting billing cycles continue until a cancellation notice is received in writing from the CLIENT in writing.

Account Suspension

All hosting payments that are 10 days past due will trigger an account suspension. Hosting paid up to 12 month in advance and canceled before the expiration date will be refunded for the months not yet elapsed.

SLIPLINK NETWORK HOSTING & DOMAIN REGISTRATIONS reserves the right to disable and/or terminate a user's account, services, or contract if a user is found in violation of our terms and policies. Termination due to policy violations will not be refunded.

Get Started Service

If a Get Started Service has already been performed, then it is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction).

SEO Services

You can cancel SEO Services at any time and we will not bill you for future months. However, you will not be refunded the cost of the present or past months since the service has already been performed. If you cancel SEO Services and request a refund within 48 hours of initially purchasing or renewing, you can receive a full refund for that month of service. After 48 hours, however, you are responsible for paying for that month, but will not be billed for future months.

Social Media Management

You can cancel Social Media Management at any time and we will not bill you for future months. However, you will not be refunded the cost of the present or past months since the service has already been performed. If you cancel Social Media Management and request a refund within 48 hours of initially purchasing or renewing, you can receive a full refund for that month of service. After 48 hours, however, you are responsible for paying for that month, but will not be billed for future months.

Sitelock 911

You may request a refund within 30 days from the date of transaction ONLY IF you have not yet activated the product.

Sliplink Network Professional Web Design Services or Website Makeover Services are non-refundable after 96 hours from purchase date.

Logo Design: are non-refundable after 96 hours from purchase date.

Expert Services

If an Expert Service has already been performed, then it is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction).

Hosting Services

If a Hosting Service has already been performed, then it is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction).

Trustee Fees

Trustee fees are refundable if the domain was not successfully registered. Trustee fees, however, are non-refundable upon renewal.

Website Security

Refunds are only available within 30 days of purchase and will only be issued in cases where a manual malware removal was not completed.

WordPress Premium Support

Refunds may be granted if the plan is cancelled prior to the end of the billing cycle and none of the credits have been used. If a Service has already been performed during the month, then that month is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction). Future unused months of the services may also be refunded if the plan is cancelled and a pre-payment was made.

PRODUCTS NOT ELIGIBLE FOR REFUNDS

- Appraisals (Express and Certified Appraisals are non-refundable if the customer already applied the credit).
- Auctions Memberships

- Cloud Servers
- Configuration Add-Ons
- Discount Domain Club (if used for purchase)
- Domain: Auctions, Buy Service (you may request a refund ONLY IF you have not submitted a bid on the domain the service was purchased for), Consolidation or Monitoring
- Hosting Connection paid Apps (not refundable once set up)
- Merchant Accounts
- Office Max Bundles
- Premium Domain Names
- Redemption Fees
- Transfers (if successful)

Cancel my domain

When you cancel a domain, it will no longer be registered to you.

Warning: After canceling a domain name, it is immediately removed from your account. The cancelation cannot be undone.

Depending on the type of domain you cancel, the registry might hold it before releasing it for other users to register. You might be able to re-register the domain name, subject to additional registration fees.

Note: If you want to just turn automatic renewal off for your domain, instead of deleting the domain entirely, see Turn off auto renew.

Note: Deleting your domain name does not entitle you to a refund of any part of your registration fee. For more information, see our Refund policy.

REASONS NOT ELIGIBLE FOR REFUND

Sliplink Network Web Design reserves the right to refuse refund in the following events:

If any Intellectual Property* has been developed, deployed or created upon the clients behalf including but not limited to website design, graphics design, css development, php development, WordPress design, WordPress development or any other digital intellectual properties and services that have been rendered on behalf of the client.

Purchaser has distributed the product on peer to peer (P2P) or illegal content (Warez) websites

If you do not agree to all of the terms and conditions of this agreement, then you may not access the website or use any Services.