

MONEYBACK GUARANTEE

On Dedicated Servers no Refund will be honored the 30 day money back guarantee does not apply. Leasedlayer reserve the right to refund a prorated amount or no refund at all. Each of Leasedlayer XEN VPS Hosting, carry a 30 day money back guarantee on them. If you are not completely satisfied with our services within the first 30 days of your service, you will be given a full or partial refund (Kindly Check Clause i and ii below) of the contract amount. Remember, this is only for monthly XEN VPS Packages and does not apply to dedicated servers, administrative fees, product addons, installation fees for custom software, or domain name purchases.

i. Full Refund (Within First 3 days of service):

Only the XEN VPS Service will be granted unconditional full refund on the cancellation requests made within first 3 days of the service.

ii. Partial Refund (Within 3-30days of service):

Partial Refund will be initialized on the XEN VPS Service will be granted within 3-30 days of service usage. Partial refund is calculated upon the resource used within the specified active service time period. All the addons and plugins ordered along with hosting packages will be non-refundable.

Opening of dispute in Paypal, Payza (Alertpay), or charging back through credit card will be not be considered for the 30 days moneyback refund policy. One needs to follow the cancellation procedure through client area and request for the refund through opening sales support ticket mentioning the reason for cancellation. Billing Department will investigate the request , If found suitable one as per the 30days moneyback guarantee and Terms of Service. Immediate refund will be provided within 24 - 48 working hours.

Leasedlayer will not activate new orders or activate new packages for customers who have an outstanding balance with Leasedlayer.

Uptime Guarantee - Leasedlayer

If your XEN VPS Service has a physical downtime that is not within the 99.9% uptime you may receive one month of credit on your account. Approval of the credit is at the discretion of Leasedlayer dependent upon justification provided. Third party monitoring service reports may not be used for justification due to a variety of factors including the monitors network capacity/transit availability. The uptime of the server is defined as the reported uptime from the operating system and the Apache Web Server which may differ from the uptime reported by other individual services. To request a credit, please contact sales[@]leasedlayer.com with justification. All requests must be made in writing via email. Uptime guarantees only apply to XEN VPS Services. Dedicated Servers are covered by a network guarantee in which the credit is prorated for the amount of time the server is down which is not related to our uptime.