

# BILLING & PAYMENT POLICY

**Effective Date:** October 19, 2025

**Last Updated:** August.10.2026

## **1. PURPOSE AND LEGAL EFFECT**

This Billing & Payment Policy ("**Policy**") establishes the terms governing pricing, invoicing, payment processing, recurring charges, renewals, taxes, overdue balances, account credits, payment disputes, and related financial matters applicable to services provided by **RootHosts** ("**RootHosts**," "**we**," "**our**," or "**us**").

This Policy forms an integral part of the RootHosts Terms of Service and applies to all products and services purchased or used under the RootHosts brand, including hosting, dedicated servers, VPS, cloud infrastructure, managed IT services, server administration, network security, DDoS protection, VPN services, monitoring, backup support, and professional technical services.

By ordering or continuing to use any Service, the Customer ("**Customer**," "**you**," or "**your**") acknowledges and agrees to be bound by this Policy, subject to any mandatory rights available under applicable law.

## **2. PRICING AND SERVICE CHARGES**

All Service prices shall be those displayed on the applicable RootHosts website, customer portal, quotation, order form, Service Order, or other written commercial documentation applicable at the time of purchase.

Depending upon the Service, charges may include:

- initial setup fees;
- recurring subscription fees;
- resource or usage-based charges;
- server or infrastructure charges;
- administration fees;
- migration fees;

- technical support fees;
- professional consulting fees;
- licensing fees;
- storage or bandwidth charges; and
- applicable taxes or governmental charges.

RootHosts reserves the right to correct genuine pricing or billing errors and to modify pricing for future billing periods upon reasonable notice.

### **3. QUOTATIONS AND COMMERCIAL OFFERS**

A quotation, estimate, proposal, or commercial offer issued by RootHosts shall remain valid only for the period specified therein.

Unless expressly stated otherwise, a quotation does not constitute acceptance of an order or guarantee the availability of infrastructure or resources.

Prices quoted for customized infrastructure or professional services may be subject to changes resulting from changes in technical requirements, third-party costs, hardware availability, taxes, or other circumstances outside RootHosts' reasonable control.

### **4. PAYMENT TERMS**

Unless otherwise agreed in writing:

- Services are payable in advance;
- payment must be received before Service activation or renewal;
- recurring Services are billed in accordance with the applicable billing cycle;
- Customer payment obligations are independent of actual frequency of use;
- all undisputed invoices remain payable when due.

RootHosts may decline to provision or renew a Service until the applicable payment has been successfully received and verified.

### **5. ACCEPTED PAYMENT METHODS**

RootHosts may make available one or more payment methods, including:

- credit or debit cards;
- bank transfers;
- electronic payment platforms;
- online payment processors; and
- other payment methods expressly supported by RootHosts.

Payment methods may vary according to Customer location, Service type, currency, availability, security requirements, and third-party provider restrictions.

RootHosts reserves the right to add, remove, restrict, or modify available payment methods at any time.

## **6. PAYMENT PROCESSORS**

Payments may be processed through independent third-party payment processors.

Where a third-party processor is used:

- the processor's own terms and privacy practices may apply;
- RootHosts may not receive or store complete payment card credentials;
- transaction processing may be subject to the processor's security and verification procedures.

RootHosts shall not be responsible for delays or failures caused exclusively by a third-party payment processor, financial institution, card network, or banking provider.

## **7. CUSTOMER BILLING INFORMATION**

The Customer shall provide accurate and complete billing information and shall promptly update such information whenever it changes.

The Customer remains responsible for ensuring that:

- billing details are accurate;
- payment methods remain valid;
- sufficient funds or credit are available;
- invoices are received and reviewed;
- payment failures are promptly addressed.

RootHosts shall not be liable for service interruptions resulting from inaccurate billing information supplied by the Customer.

## **8. INVOICING**

RootHosts may issue invoices electronically through email, the customer portal, or another designated communication channel.

An invoice may include:

- Customer information;
- Service description;
- billing period;
- applicable fees;
- taxes;
- discounts;
- credits;
- payment due date;
- invoice number; and
- payment instructions.

The Customer is responsible for reviewing invoices promptly and notifying RootHosts of any genuine billing discrepancy.

## **9. TAXES AND GOVERNMENTAL CHARGES**

Unless expressly stated otherwise, all prices exclude applicable taxes, duties, levies, governmental charges, or similar assessments imposed by competent authorities.

The Customer shall be responsible for any taxes legally payable in connection with its purchase or use of the Services, except taxes imposed directly upon RootHosts' income.

Where RootHosts is legally required to collect or remit taxes, such amounts may be added to the applicable invoice.

## **10. RECURRING SERVICES AND AUTOMATIC RENEWAL**

Where a Service is provided on a recurring basis, the Service may automatically renew for successive billing periods unless cancelled in accordance with the RootHosts Refund & Cancellation Policy or applicable Service Order.

The Customer authorizes RootHosts or its payment processor, where applicable, to charge the designated payment method for renewal fees and other properly due amounts.

Customers remain responsible for cancelling recurring Services before the next renewal date where they do not wish to continue the Service.

## **11. PRICE CHANGES**

RootHosts may revise prices, subscription fees, usage charges, or other commercial terms applicable to future billing periods.

Where a recurring Service is materially affected by a price increase, RootHosts shall provide reasonable notice before the revised price becomes effective.

Continued use of the Service following the effective date of the revised pricing shall constitute acceptance of the applicable charges, subject to mandatory legal rights.

## **12. OVERDUE PAYMENTS**

An invoice that remains unpaid after its applicable due date shall constitute an overdue balance.

RootHosts may, subject to applicable law:

- send payment reminders;
- restrict account functionality;
- suspend affected Services;
- apply reasonable administrative or late-payment charges where expressly permitted;
- recover reasonable collection costs;
- terminate affected Services;
- pursue available contractual or legal remedies.

Suspension or termination shall not extinguish any payment obligations that accrued before the effective date of suspension or termination.

### **13. SERVICE SUSPENSION FOR NON-PAYMENT**

Where an amount remains overdue, RootHosts may suspend the affected Service after providing reasonable notice where required by applicable law or the applicable Service terms.

Emergency suspension may occur without advance notice where necessary to prevent significant financial, operational, security, or infrastructure risk.

The Customer shall remain responsible for applicable charges during any suspension period unless otherwise agreed in writing.

### **14. REACTIVATION**

RootHosts may restore a suspended Service following receipt and verification of all outstanding amounts and completion of any required security or administrative checks.

Reactivation may be subject to:

- outstanding balances;
- applicable reactivation fees;
- infrastructure availability;
- data-retention status; and
- technical feasibility.

Payment of an overdue invoice does not guarantee restoration where the Service has already been permanently terminated.

### **15. ACCOUNT CREDITS**

RootHosts may issue account credits as a result of:

- approved refunds;
- SLA Service Credits;
- billing adjustments;
- promotional offers;

- duplicate payments; or
- discretionary commercial accommodations.

Unless otherwise required by law, account credits:

- are not transferable;
- are not redeemable for cash;
- may be applied only to eligible RootHosts charges; and
- may expire where expressly stated.

## **16. BILLING DISPUTES**

Customers must notify RootHosts promptly if they believe an invoice contains an error, unauthorized charge, duplicate charge, or other genuine billing discrepancy.

A billing dispute should identify:

- invoice number;
- disputed amount;
- relevant Service;
- nature of the dispute; and
- supporting documentation where available.

Customers shall pay all undisputed amounts when due while a genuine billing dispute is being reviewed.

## **17. CHARGEBACKS AND PAYMENT REVERSALS**

Customers should first contact RootHosts to resolve legitimate billing concerns before initiating a chargeback or payment reversal.

Where a Customer initiates an unjustified or fraudulent chargeback concerning a valid transaction, RootHosts may, to the extent permitted by law:

- suspend affected Services;
- restrict the Customer account;
- recover valid outstanding amounts;
- seek reasonable recovery costs; and
- pursue available contractual or legal remedies.

Nothing in this provision restricts a Customer's lawful right to dispute an unauthorized transaction.

## **18. FRAUD PREVENTION AND PAYMENT VERIFICATION**

For security and fraud-prevention purposes, RootHosts may perform reasonable verification procedures before processing or activating certain orders.

RootHosts may request additional information where reasonably necessary to:

- verify Customer identity;
- confirm payment authorization;
- prevent fraudulent transactions;
- protect infrastructure;
- comply with legal obligations.

Orders may be delayed, declined, or cancelled where RootHosts reasonably determines that a transaction presents a material fraud, security, or compliance risk.

## **19. THIRD-PARTY COSTS**

Certain Services may involve third-party costs, including:

- hardware;
- software licenses;
- data centre resources;
- IP resources;
- domain services;
- security products;
- cloud resources;
- external technical services.

Where such costs are expressly identified as chargeable to the Customer, they shall remain payable regardless of subsequent Customer cancellation, to the extent that such costs have already been incurred or are otherwise non-refundable.

## **20. USAGE-BASED AND VARIABLE CHARGES**

Certain Services may be subject to usage-based pricing.

Depending upon the applicable Service, charges may be calculated according to:

- bandwidth consumption;
- storage utilization;
- compute resources;
- IP resources;
- backup capacity;
- traffic volume;
- support hours;
- administrative work; or
- other measurable usage parameters.

Where applicable, RootHosts shall identify the relevant charging methodology in the applicable Service description or commercial agreement.

## **21. PROFESSIONAL AND CUSTOM SERVICES**

Professional IT consulting, system administration, migration, infrastructure deployment, security configuration, troubleshooting, and other customized services may be billed separately from recurring infrastructure charges.

Unless otherwise agreed in writing, professional services may be billed on a fixed-fee, hourly, project-based, or milestone-based basis.

Once professional work has been performed, the corresponding fees shall generally be non-refundable except where required by applicable law or expressly agreed otherwise.

## **22. REFUNDS AND CANCELLATIONS**

Refunds and cancellation rights are governed primarily by the RootHosts **Refund & Cancellation Policy** and any applicable Service Order.

Nothing in this Policy creates a separate refund entitlement where none otherwise exists.

Where mandatory law provides a Customer with a refund or cancellation right, such right shall prevail.

## **23. BILLING RECORDS**

RootHosts may maintain billing records, invoices, payment confirmations, transaction references, and related financial information for the period required for:

- accounting purposes;
- tax compliance;
- fraud prevention;
- dispute resolution;
- legal obligations; and
- enforcement of contractual rights.

Such information shall be handled in accordance with the RootHosts Privacy Policy and applicable data protection legislation.

## **24. SERVICE TERMINATION AND FINAL BALANCE**

Upon termination of a Customer account or Service:

- all accrued and undisputed amounts become immediately due;
- recurring billing shall cease in accordance with the applicable cancellation terms;
- outstanding third-party charges may remain payable;
- applicable refund rights shall be determined under the Refund & Cancellation Policy;
- Customer Data shall be handled in accordance with applicable retention and deletion procedures.

Termination shall not relieve either party from obligations that by their nature survive termination.

## **25. NO WAIVER**

Any billing adjustment, credit, refund, payment extension, or other accommodation granted by RootHosts in an individual case shall not constitute a permanent waiver of this Policy or create a continuing entitlement.

## **26. AMENDMENTS**

RootHosts reserves the right to amend this Policy from time to time to reflect changes in:

- applicable law;
- payment systems;
- taxation requirements;
- Service offerings;
- pricing structures;
- business practices;
- fraud-prevention measures; or
- operational requirements.

The revised Policy shall become effective on the date stated therein or upon publication, as applicable.

## **27. GOVERNING LAW AND MANDATORY RIGHTS**

This Policy shall be governed by applicable European Union law and the mandatory laws of the jurisdiction in which RootHosts lawfully operates.

Nothing in this Policy shall exclude, restrict, or waive any statutory, consumer, or other mandatory legal right that cannot lawfully be excluded or limited.

## **28. SEVERABILITY**

If any provision of this Policy is determined to be invalid, unlawful, or unenforceable, such provision shall be modified or severed only to the minimum extent necessary, and the remaining provisions shall continue in full force and effect.

## **29. CONTACT INFORMATION**

### **RootHosts**

Website: [RootHosts.com](https://RootHosts.com)

Billing Support: [info@roothosts.com](mailto:info@roothosts.com)

General Support: [support@roothosts.com](mailto:support@roothosts.com)