

REFUND & CANCELLATION POLICY

Effective Date: October 19, 2025

Last Updated: August.10.2026

1. PURPOSE AND LEGAL EFFECT

This Refund & Cancellation Policy ("**Policy**") establishes the terms and procedures governing cancellation of services, refund eligibility, service termination, credits, payment disputes, and related financial remedies offered 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, subscribed to, or otherwise obtained from RootHosts, including hosting, cloud infrastructure, dedicated servers, VPS services, managed IT services, server administration, cybersecurity services, VPN services, monitoring, backup support, and professional technical services.

This Policy is intended to provide Customers with clear, transparent, and commercially reasonable procedures for cancellations and refunds while preserving all rights and protections that apply under mandatory law.

2. DEFINITIONS

For purposes of this Policy:

"Customer" means any individual, business, organization, or other person purchasing or using a RootHosts Service.

"Service" means any product, infrastructure resource, subscription, managed service, professional service, or technology solution supplied by RootHosts.

"Billing Period" means the period for which a Service has been purchased or prepaid.

"Refund" means the return of an eligible amount previously paid by the Customer.

"Service Credit" means a credit applied to a Customer account in accordance with an applicable Service Level Agreement or other written arrangement.

3. CANCELLATION RIGHTS

Customers may request cancellation of a Service at any time by submitting a cancellation request through the designated RootHosts customer portal or official support channel.

A cancellation request must contain sufficient information to identify the Customer account and affected Service.

Unless otherwise agreed in writing, cancellation of a recurring Service shall take effect at the end of the current paid Billing Period.

Cancellation does not, by itself, create an entitlement to reimbursement of amounts already paid.

4. IMMEDIATE TERMINATION REQUESTS

A Customer may request immediate termination of a Service.

Where technically practicable, RootHosts shall process such requests promptly. However, immediate termination shall not automatically result in a refund of prepaid amounts.

Any refund shall be assessed separately in accordance with this Policy, the applicable Service Order, and mandatory applicable law.

5. REFUND PRINCIPLES

RootHosts seeks to administer refunds fairly, transparently, and consistently.

A refund may be approved where:

- RootHosts is unable to provision a purchased Service for reasons substantially attributable to RootHosts;
- RootHosts materially fails to provide an expressly agreed Service and cannot reasonably remedy the failure;
- the applicable Service Order expressly provides for a refund;
- a refund is required under applicable mandatory law; or
- RootHosts expressly approves a refund following an individual assessment of the circumstances.

Refund eligibility shall be determined with regard to the nature of the Service, the extent to which the Service has been used, the reason for cancellation, applicable contractual terms, and mandatory legal requirements.

6. SERVICE NOT CAPABLE OF BEING PROVIDED

Where RootHosts determines that it cannot reasonably deliver a purchased Service in accordance with the agreed specifications, RootHosts shall, where commercially practicable:

1. investigate the underlying issue;
2. attempt to correct the problem;
3. offer a technically comparable alternative where appropriate; or
4. provide an appropriate refund where the Service cannot reasonably be delivered.

This provision is intended to provide Customers with a clear remedy where RootHosts is unable to fulfil an agreed service commitment.

7. PREPAID AND UNUSED SERVICES

Services may be purchased on a monthly, annual, or other prepaid basis.

Unless otherwise expressly stated, cancellation during an active Billing Period does not automatically entitle the Customer to a prorated cash refund.

Where appropriate, RootHosts may, at its reasonable discretion and subject to applicable law, provide:

- a prorated refund;
- an account credit;
- a Service Credit; or
- another commercially reasonable remedy.

No refund shall ordinarily be payable merely because the Customer elects not to use an active Service.

8. SERVICES THAT MAY BE NON-REFUNDABLE

Due to the nature of certain Services, some charges may be non-refundable once provisioning, customization, allocation, procurement, or performance has commenced.

Subject to mandatory law, such charges may include:

- dedicated server provisioning;
- hardware procurement or allocation;
- custom server configuration;
- infrastructure setup fees;
- professional consulting services already performed;
- server administration work already completed;
- migration services;
- data recovery services already performed;
- third-party software or licensing fees;
- domain-related charges;
- IP resource allocation fees;
- specially requested or customized services.

Where reasonably practicable, any material non-refundable charge shall be communicated to the Customer before the relevant purchase is completed.

9. SLA-RELATED SERVICE CREDITS

Where an applicable Service Level Agreement provides a specific Service Credit mechanism, an eligible failure to meet the applicable service level shall ordinarily be addressed through that mechanism rather than through a separate cash refund.

Service Credits shall be calculated and administered strictly in accordance with the applicable SLA.

Nothing in this provision limits any mandatory statutory remedy.

10. CANCELLATION FOLLOWING CUSTOMER BREACH

Except where mandatory law provides otherwise, the Customer shall not be entitled to a refund where RootHosts terminates or suspends a Service because of the Customer's material breach, including:

- violation of the Terms of Service;
- violation of the Acceptable Use Policy;
- unlawful or fraudulent activity;
- abuse of RootHosts infrastructure;
- cybersecurity threats caused by the Customer;
- intellectual property infringement;
- unauthorized use;
- repeated payment failures; or
- other material misconduct.

Termination under this section shall be without prejudice to any other rights or remedies available to RootHosts.

11. SUSPENSION AND OUTSTANDING FEES

Suspension of a Service does not automatically terminate the Customer's payment obligations.

Where suspension results from non-payment or Customer misconduct, all properly accrued charges shall remain due and payable.

RootHosts may require settlement of outstanding amounts before restoring suspended Services.

12. PAYMENT DISPUTES AND CHARGEBACKS

Customers are required to contact RootHosts through the official billing or support channel before initiating a payment dispute where the matter can reasonably be resolved directly.

The unauthorized initiation of a chargeback concerning a valid transaction may result in:

- temporary or permanent Service suspension;
- account restrictions;
- recovery of legitimately outstanding amounts;
- reasonable administrative or recovery costs to the extent permitted by law; and
- pursuit of available contractual or legal remedies.

Nothing in this section prevents a Customer from exercising any lawful right to dispute an unauthorized or improperly processed transaction.

13. REFUND REQUEST PROCEDURE

Refund requests must be submitted through the official RootHosts billing or support channel.

A request should include:

- Customer name or account identifier;
- affected Service;
- invoice or transaction reference;
- date and amount of payment;
- reason for the refund request; and
- supporting information where relevant.

RootHosts may request additional information reasonably necessary to authenticate the Customer, investigate the request, prevent fraud, or determine eligibility.

14. REVIEW AND DECISION PROCESS

Upon receiving a refund request, RootHosts may review:

- the applicable Service Order;
- payment records;
- service activation records;
- actual Service usage;
- technical records;
- cancellation date;
- applicable SLA commitments;
- the reason for cancellation; and
- any other information reasonably relevant to determining eligibility.

RootHosts shall make a reasonable determination based upon the applicable contractual terms and mandatory legal requirements.

15. REFUND METHOD

Where a refund is approved, RootHosts shall ordinarily return the eligible amount through the original payment method, where technically and legally practicable.

If the original payment method is unavailable, RootHosts may use another reasonable payment method agreed with the Customer.

Refund processing times may depend upon banks, payment processors, card networks, or other financial institutions. RootHosts shall not be responsible for delays caused exclusively by such third parties.

16. DUPLICATE OR ERRONEOUS PAYMENTS

Where a Customer makes a verified duplicate payment or an objectively erroneous payment, RootHosts shall review the transaction and may issue a refund or account credit, subject to verification and applicable payment-processing requirements.

17. PROMOTIONAL OFFERS AND TRIAL SERVICES

Promotional services, introductory pricing, discounts, free trials, credits, and other special offers may be subject to additional conditions.

Unless expressly stated otherwise, promotional benefits do not create a separate entitlement to a cash refund and may be withdrawn where the Customer breaches the conditions applicable to the promotion.

18. SERVICE MODIFICATION OR DISCONTINUATION BY ROOTHOSTS

RootHosts may modify, migrate, replace, suspend, or discontinue a Service where reasonably necessary due to:

- technological developments;
- infrastructure changes;
- security requirements;
- legal or regulatory obligations;
- third-party provider changes;
- commercial or operational requirements.

Where RootHosts permanently discontinues a prepaid Service and cannot reasonably provide a substantially comparable replacement, RootHosts may provide an appropriate refund or account credit for qualifying unused amounts, subject to applicable law.

19. CUSTOMER DATA AND CANCELLATION

Before cancellation or termination, the Customer is solely responsible for retrieving and securing its Customer Data.

The Customer should ensure that it has:

- downloaded necessary files;
- transferred websites and applications;
- exported databases;
- obtained independent backups;
- preserved necessary configuration information; and
- completed any required migration.

RootHosts shall not be liable for loss of Customer Data resulting from the Customer's failure to retrieve or independently back up its data before termination.

20. DATA RETENTION AND DELETION

Following cancellation or termination, Customer Data may be retained for a limited period where reasonably necessary for:

- service administration;
- legal compliance;
- dispute resolution;
- fraud prevention;
- security investigations;
- backup-cycle completion.

Following expiry of the applicable retention period, Customer Data shall be deleted, anonymized, or otherwise disposed of in accordance with RootHosts' applicable data-retention procedures and legal obligations.

21. STATUTORY AND CONSUMER RIGHTS

Nothing in this Policy shall exclude, restrict, or waive any right, remedy, warranty, cancellation right, refund entitlement, or consumer protection that cannot lawfully be excluded or restricted under applicable law.

Where mandatory law grants the Customer rights that are more favorable than those stated in this Policy, the mandatory legal requirements shall prevail.

22. NO WAIVER

Any discretionary refund, credit, accommodation, or exception granted by RootHosts in an individual case shall not constitute a waiver of this Policy or establish a continuing entitlement for the Customer or any other person.

23. AMENDMENTS

RootHosts reserves the right to amend this Policy where reasonably necessary to reflect changes in applicable law, payment systems, Services, business practices, or operational requirements.

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

24. GOVERNING LAW AND DISPUTE RESOLUTION

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

The parties should first attempt in good faith to resolve refund and billing disputes through the RootHosts support process.

Nothing in this section prevents a Customer from exercising any mandatory statutory or consumer rights.

25. SEVERABILITY

If any provision of this Policy is held to be invalid, unlawful, or unenforceable, that provision shall be modified or severed to the minimum extent necessary, without affecting the validity and enforceability of the remaining provisions.

26. CONTACT INFORMATION

RootHosts

Website: RootHosts.com

Billing Support: info@roothosts.com

General Support: support@roothosts.com