



Refunds and Cancellations

understands sometimes a service just isn't for you. Therefore, in the event an order is made, you the consumer is granted with a Seventy-Two-hour timeframe from the time of the order being placed to request a refund for any reason whatsoever, no questions asked. However, as such some limitations do however apply,

1. Add-ons are non-refundable
2. Dedicated Servers are non-refundable
3. A Cancellation request has been processed or submitted on the product
4. A refund has been processed on the account within the last six (6) months
5. The order is an upgrade order
6. The order/invoice has been paid using any form of cryptocurrency


You will not be offered a refund or receive a refund after seventy-two-hours when:

1. You caused the downtime
2. You did not want to buy the services
3. You do not receive support
4. Termination based on these and system terms of service

In the event you the consumer paid for a service in advance and you the consumer decides to cancel any future it will only be canceled at the end of the appointed billing period. Advanced payments and or prepaid advanced packages are eligible for refunds, within seventy-two hours of payment.

Renewals

On all Web hosting plans we enforce the following renewal, suspension and termination policy:

- You will be sent an invoice 14 days before the service is due, once invoiced a service can not be upgraded, downgraded or otherwise adjusted.
- If unpaid the invoice will be marked as overdue at 11AM  the day after the service is due date, the service will also be suspended. You will be sent a first overdue notice.
- 24 hours after the invoice was marked as overdue, you will be sent a second overdue notice.
- 48 hours after the invoice was marked as overdue, you will be sent a third overdue notice.
- 92 hours after the invoice was marked as overdue your server will be terminated and your files will be removed.



Reinstatement

- Web Hosting plans once terminated can not be reinstated, you must purchase a brand-new plan.

Accounts and security

We take security seriously here at HostLabs. When registering an account, you automatically agree to this here terms of service and the privacy policy to gain access.

You as the user agree to the following:

1. Will not share your account credentials
2. Will take responsibility for the actions of the account
3. Will be responsible for the security of the account
4. Will not exploit any flaws in hardware or software for any reason
5. Will not attempt to circumvent any security features for any reason
6. Will report exploits and security flaws to us upon discovering them
7. Will Not perform any attack on any network, host or servers, including but not limited to denial of service attacks
8. Will not engage in activities that interrupt or interfere with HostLabs services
9. Will Not to engage in illegal activities

Affiliates and regulations

HostLabs operates an affiliate program whereby clients can refer other clients for HostLabs in return for credit.

1. Withdrawals from the affiliate program will be for HostLabs account credit
2. Monetary processors will not be applicable for PayPal, crypto etc. will not be used to pay or exchange the HostLabs account credit
3. All promotional, review and discount sites are not allowed to be used in conjunction with our affiliate system. This includes other media types such as YouTube videos, Facebook videos. If you are unsure please contact our team for clarification
4. When posting your affiliate link it must be in full view and not masked or behind any URL shortener
5. At any point we reserve the right to refuse an affiliate payout
6. Any abuse of the credit affiliated system will lead to the closure of your account and your affiliate earnings being nulled



Web Hosting

We do not allow the hosting of illegal or nulled sites on our Web Hosting. Email spamming is not permitted and you may be suspended if your account is found to be sending spam emails. Services using nulled or illegal software may be reported via our billing panel using a ticket.

Abuse

Services found to be abusing may be suspended or terminated without prior warning and refund. Services may be suspended or terminated due to the following reasons (but not limited to):

Web Hosting: Hosting of background processes or daemons, Hosting any form of an IRC chat, Hosting or distributing illegal/nulled software, hosting, downloading or distributing copyrighted software without permission, hosting / downloading torrents, high cpu usage.



Support

We aim to provide a response within 1 hour, but up to 24 hours for all tickets although depending on the complexity of the request this may be longer. Bumping the tickets will further delay a response as we answer tickets based on their last reply. Spamming our ticket system may result in your ban from our support system and thus you will not be able to get support. We reserve the right to not provide support due to but not limited to abusive comments such as swearing, if this is a continued problem your services may be terminated without refund. We provide a livechat service that is for pre-sales only, if you have any technical queries or billing issues please create a ticket. All our services are unmanaged unless elsewhere specified, due to this we are unable to provide extended support for configuration issues.

Backups

We provide offsite backups for a paid subscription monthly. We do not restore single configuration files or folders, only whole server backups. These backups are taken every 24 hours and are held on another server which is not accessible by the customer. If you need a backup restored onto your server you should request this via our billing ticket system or restore the backup via our control panel. If backups are not available, HostLabs may not be held responsible for any loss of files.

Other

Giveaways run for any HostLabs service or by HostLabs are subject to the final decision of HostLabs management. Prizes may be withdrawn at any time for any reason. This includes but is not limited to monetary prizes, services or account credit.

Privacy Policy

At no time will HostLabs provide such data to third parties, except when requested under legal orders.

ValorNode's privacy policy therefore falls within the situations foreseen by the applicable law.