

# WebHostingM Money-Back & Refund Policy

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## Overview

Trying out a new web hosting provider can feel like a leap of faith. That's why we offer a generous **money-back guarantee**, giving you ample time to test drive our hosting solutions and make sure they're the perfect fit for your website.

But if for any reason, you're not completely satisfied, we're here to make it right.

This hassle-free refund policy lays out everything you need to know about getting your money back, quickly and easily.

### Here's the deal:

- **Take your time:** Evaluate our features, performance, and support for **30 days**. That's plenty of time to build your website, launch your project, and experience our service firsthand.
- **Not thrilled? No problem:** If you decide our web hosting isn't for you, just let us know within the guarantee window. We'll happily process your refund, **no questions asked**.
- **Simple steps:** Initiating the refund process is easy. Just head over to our Support Center or give us a call, and we'll guide you through the steps.
- **Get your money back fast:** We aim to process refunds within **3 days** of receiving your request. You'll have your money back in no time.

## The Full Picture

To help you navigate the overwhelming world of web hosting options, we've clearly outlined how our service prioritizes your needs. This guide aims to ensure you make an informed decision, avoiding the common pitfall of settling for a provider that doesn't align with your best interests.

## Terms Of Refunds

Refunds only apply if you cancel your account within 30 days of activation or within 30 days of your contract being renewed. This policy will not apply to duplicate transactions, voids, and most disputed transactions.

Refunds are issued as credits that can be redeemed on our hosting platform. Should a customer wish to get a cash refund, **transaction fee which our payment processors charges for each transaction will be subtracted from the amount being refunded**.

- For payments made via Stripe, we will deduct the transaction fee based on the rate at [Stripe Pricing & Fees](#)
- For payments made via PayPal, we will deduct the transaction fee based on the rate at [PayPal Consumer Fees](#)
- For payments made via cryptocurrencies, we do not offer any kind of refund for this.
- Our money-back guarantee does not apply to most add-on products, such as domains, given the unique nature of their costs.

- If your hosting package is "**Spark Lite**", we do not issue refund for that hosting package as the cost does not cover even the transaction fee paid when a payment is made. It is offered "as is".
- If you order a domain name, the domain name registration is final and non-refundable. We do not issue refunds for domain name purchase(s) or other third-party add-ons that you choose as part of your order.
- If a hosting package you ordered includes a free domain, WebHostingM will deduct the current cost of the domain from your refund. You may transfer it to another registrar or simply point it elsewhere at your convenience. Please note newly registered domains cannot be transferred to another registrar during the first 60 days of the registration period. You retain ownership of your domain until the end of its registration period unless you renew it.
- If a technical expert service has already been performed, then it is non-refundable. If not yet performed, eligible for a refund within 14 days of the date of the transaction.
- If a hosting service has already been performed, then it is non-refundable. If your order has not been activated, then it is eligible for a refund within 30 days of the date of the transaction.
- Our migration service is charged at \$40.00 an hour but free **ONLY** for new customers who exceeds 45 days on our web hosting platform. If after a migration a customer cancels his or her subscription with us before the first 45 days, the migration service will be charged at our default rate. Refund is forfeited if the cost of service is below the cost of the migration service. If above, an invoice may issue for the migration service.

**International payments:** all payments from non-US cards will be charged an additional 1% fee.

## How To Request a Refund

Follow the steps below to get your refund request sent to us:

- First, ensure that your refund request meets the terms above.
- Then visit the [service cancellation page](#) and select the service you wish to cancel.
- Create a ticket with the [Billing and Payments Supporta team](#).
- In the form, select "**Refund**" and clearly state you want a refund. Then provide us with an order ID. If you want a refund for a part of the order, please name the products you want a refund for.
- Submit the request.

Once you submit the support request, you will receive an auto response from us. That just lets you know we've got your request and reviewing it.

We make every attempt to process the refund as quickly as possible through our payment processors who will submit the refund requests to your bank or card issuer. Depending upon the bank, you may see the refund as a credit **approximately 5-10 business days or later**.

Please note that disputes and charge-backs are not possible on credit card charges that are fully refunded. Once a refund has been issued, it cannot be canceled.

Either way, if you believe that you have been treated unfairly or that the service/product you bought or subscribed to is not what we delivered, please do attempt to resolve any issue with our team. Each team have a supervisor that it reports to.

Simply ask that the issue be escalated if you are unable to get things sorted out by the support team. And if that is not enough to resolve the issue, send a mail to our compliance team via

[team+compliance@webhostingm.com](mailto:team+compliance@webhostingm.com).

And if none of these steps above is able to get this resolved, just ask for a refund as long as the product or service meets the conditions above.

We hope that this will encourage you to choose us as your web hosting provider knowing that your investment is protected.

Please go ahead and [sign up for our web hosting services](#) with confidence, knowing that if you are not completely satisfied within a specified period, we will refund your investment.

We're confident that you'll love our web hosting, but at WebHostingM, your satisfaction is our top priority. So choose your plan with confidence, knowing that you have a **risk-free** way to find the perfect hosting solution for your needs. Let's build something amazing together.

The logo for webhostingm, featuring the text "webhostingm" in white lowercase letters on a green rounded rectangular background.