

A7 Host – Refund Policy

1. Overview

At **A7 Host**, we want our customers to be satisfied with our services. This Refund Policy explains which services are eligible for refunds and under what conditions.

By purchasing our services, you agree to the terms outlined below.

2. Hosting Services Refunds

Shared Hosting Plans

- Shared hosting plans are eligible for a **refund within 30 days** of the initial purchase.
- Refunds apply only to **first-time hosting orders**.
- Refunds are issued for the **hosting service fee only**.

Non-Refundable Hosting Charges

The following are **non-refundable**:

- Setup fees (if applicable)
- Add-on services
- Domain-related fees
- Services that violate our Terms of Service or Acceptable Use Policy
- Services suspended or terminated due to violations of the Terms of Service or Acceptable Use Policy

3. Domain Services (Non-Refundable)

Due to registry and registrar policies:

- **Domain registrations are non-refundable**
- **Domain renewals are non-refundable**
- **Domain transfers are non-refundable**
- **WHOIS privacy fees (if any) are non-refundable**

Once a domain is registered, renewed, or transferred, the cost is immediately passed to the registry and cannot be reversed.

4. Promotional & Free Domains

- Free domains included with hosting plans **are not refundable**
- If a hosting plan with a free domain is refunded, the **standard domain registration fee will be deducted** from the refund amount

5. Billing Cycles & Cancellations

- Refunds apply only to the **initial billing period**
- Renewals, upgrades, and additional billing cycles are **non-refundable**
- Customers may cancel services at any time through the client area
- Cancellation stops future billing but does not automatically trigger a refund

6. Abuse, Violations & Termination

No Refunds for Policy Violations

Any service suspended or terminated due to a violation of A7 Host's [Terms of Service](#), [Acceptable Use Policy](#), or applicable laws is not eligible for a refund, including for any prepaid, unused, or remaining service period.

Refunds will **not** be issued if:

- Services are suspended or terminated due to policy violations
- Accounts are used for spam, malware, phishing, or illegal activities
- Excessive resource abuse occurs

7. Payment Method & Processing Time

- Refunds are issued to the **original payment method**
- Processing time may take **5–10 business days**
- Transaction fees charged by payment processors are non-refundable

8. Chargebacks & Disputes

Customers are encouraged to contact us before opening a chargeback. Initiating a chargeback without contacting A7 Host may result in:

- Immediate service suspension
- Account termination
- Additional fees

9. Changes to This Policy

A7 Host reserves the right to modify this Refund Policy at any time. Updates will be posted on this page.

10. Contact Information

If you have questions about refunds or cancellations:

A7 Host

Email: billing@a7host.com

Website: <https://a7host.com>