

REFUND POLICY

Last updated March 01, 2021

Thank you for your purchase. We hope you are happy with your purchase. We understand that sometimes maybe the service may not be right for you and we can provide a refund, as long as the refund is requested within 72 hours of the first payment. Some items are non-refundable, we have made a list below of items that are non-refundable.

Refunds

All refunds must be requested within 72 hours of the first payment date, any later than that and you will no longer be eligible for a refund. If a refund is requested after the time period of 72 hours, we may provide a compromise and provide store credit or deny the request. Contracts are non-refundable under any circumstance unless the contract specifies otherwise. All refunds will be given back through store credit only.

How to get a refund

In order to get a refund, you must create a billing ticket, and we at XevoTech will respond as soon as we can. We count the refund window from when you create the ticket, not from when we see the ticket. Do not make a Paypal Dispute/ Chargeback as this will slow down the process of requesting a refund.

Non-Refundable Services

Here we have a list of services we cannot provide a refund for:

- Domains cannot be refunded
- SSL Certificates
- Add-ons
- Discounts
- Set-up fees
- Upgrade orders

If your service meets one of the conditions below, it cannot be refunded. These conditions include:

- A cancellation request has been submitted on the product
- The payment used a payment method supported via PayGo
- This account has already received a refund in the past 6 months
- The user/s of this service have breached the TOS



If you, the consumer paid for the service in advance and have now decided to submit a cancellation request, the service will be canceled at the end of the appointed billing period.

QUESTIONS

If you have any questions concerning our refund policy, please contact us at mail@xevotech.com