

# Terms & Conditions

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By using HostingMate services you agree to the following terms and conditions:

HostingMate reserves the right to change this Policy at any time. HostingMate provides web hosting to many clients, and we have a responsibility to protect each client and to provide the best services available. The following guidelines were designed to ensure these obligations are met.

#### Payment Policies, Fees, Refunds and Terms of Agreement:

Full payment is required before any hosting service is rendered, including renewals. Prepayment is due each anniversary (one month, three month, six month, one year, two years) following the date the account was established. Billing will continue until you cancel your hosting account. You may cancel at anytime. As a policy, we do not offer credits or refunds for Hosting already used.

We do give refunds for full months unused, should you want to cancel a prepaid service. If you decide to cancel after prepayment, you will not receive a refund for the current month in use (We do not give partial months refunds). If you have prepaid and received an annual payment discount, upon cancellation we will figure the refund retroactively withdrawing the discount back to the start date of the contract. This will result in paying full undiscounted price for the months used and refunding the balance. This only applies to cancellation by the client. If cancellation is done by HostingMate due to restrictions violation, there will be no refund. HostingMate will only allow for the discount if cancellation is not the fault of the client, as determined by HostingMate. All monetary transactions are in Australian Dollars (AUD) dollars. Additional features can be added at any time. Monthly feature prices are not prorated.

#### Account Information:

Correct contact information is required at the time of signup and we reserve the right to have a third party phone verification service verify these details.

If this information is incorrect or cannot be verified, we may request additional information from you to verify your details.

If this contact information cannot be verified, the account will be deemed as fraudulent and be cancelled immediately. Due to the costs associated with this process including the phone verification service, any accounts deemed as fraudulent will not be entitled to a refund.

#### Customer Service Policy:

If for any reason we are unable to provide the service described, you will be notified within two business days.

#### Account Cancellation:

You may cancel at anytime. Phone requests will not constitute acceptance of any cancellation. To cancel your account, please contact Customer Service via the contact us form or in writing by fax or postal mail. Notification of cancellation must be received at least five business days prior to your cycle date, with the cycle date being the day of the month you sign up, in order to avoid charges in full for the next cycle. It is the Client's Responsibility to secure email confirmation from HostingMate that the account has been cancelled. If the client has not yet received email confirmation of account cancellation, then the account remains active and you will continue to be invoiced.

If Client has a balance due at the time of cancellation, this balance must be paid in full. Cancellation does not absolve Client of any outstanding financial obligations.