

## VIP WEBMVMT REFUND POLICY

### STANDARD REFUND TERMS

Products purchased from VIPwebmvt.com, LLC may be refunded only if cancelled within the following timeframe:

**Annual Plans** - Within 30 days of the *date of the transaction*

**Monthly Plans\*** - Within 48 hours of the *date of the transaction*.

*\*Monthly Plans include all plans with less than a 1-year term (e.g., 6 mos., 9 mos., etc.)*

**"Date of the transaction,"** for the purpose of this Refund Policy, means the date of purchase of any product or service, which includes the date any renewal is processed by VIPwebmvt.com, LLC in accordance with the terms and conditions of the applicable product or service agreement.

You may cancel a product at any time, but a refund will only be issued if cancellation is requested within the refund timeframe specified for the applicable product, if available at all.

**Note: Some products have different policies or requirements for a refund associated with them, including some products that are not eligible for a refund under any circumstance. Please see below for refund terms applicable to such products.**

*This Policy is provided in the English language. To the extent any translation is provided to you, it is provided for convenience purposes only, and in the event of any conflict between the English and translated version, the English version will control and prevail.*

### PRODUCTS WITH SPECIAL REFUND TERMS

#### Professional Web Design Services

**Web Services:** 30% cancelation fee when in progress, non-refundable once complete.

**Logo Design:** 40% cancelation fee when in progress, non-refundable once Artwork Delivered.

#### Purchased Product w/ Free Domain

In the event any purchased product includes a free domain name, if you cancel the purchased product, the list price for the domain name will be deducted from the refund amount (the list price is the price of the domain name listed on VIPwebmvt.com, LLC's website and is not subject to any promotion, discount, or other reduction in price).

#### Expert Services

If an Expert Service has already been performed, then it is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction).

## Hosting Services

If a Hosting Service has already been performed, then it is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction).

## Ad Campaigns

The ad spend and search marketing fees are non-refundable for the current month. We may refund future pre-paid months and future-month additional ad spend and search marketing fees.

## SEO Services

You can cancel SEO Services at any time and we will not bill you for future months. However, you will not be refunded the cost of the present or past months since the service has already been performed. If you cancel SEO Services and request a refund within 48 hours of initially purchasing or renewing, you can receive a full refund for that month of service. After 48 hours, however, you are responsible for paying for that month, but will not be billed for future months.

## Social Media Management

You can cancel Social Media Management at any time and we will not bill you for future months. However, you will not be refunded the cost of the present or past months since the service has already been performed. If you cancel Social Media Management and request a refund within 48 hours of initially purchasing or renewing, you can receive a full refund for that month of service. After 48 hours, however, you are responsible for paying for that month, but will not be billed for future months.

## Domain Name Registrations/Renewals

### 1. Standard Terms

- New Registration 5 Days (120 Hours)
- Auto-Renewal (one-year) 45 Days (1080 hours)
- Auto-Renewal (multiple-year) 5 Days (120 Hours)
- Manual Renewal 5 Days (120 Hours)

### 2. Exceptions

- **.AU** New Registration - 3 Days (72 Hours)  
Auto-Renewal - 3 Days (72 Hours)  
Manual Renewal - 3 Days (72 Hours)
- **.COM.AU** New Registration - 3 Days (72 Hours)  
Auto-Renewal - 3 Days (72 Hours)  
Manual Renewal - 3 Days (72 Hours)
- **.NET.AU** New Registration - 3 Days (72 Hours)  
Auto-Renewal - 3 Days (72 Hours)  
Manual Renewal - 3 Days (72 Hours)
- **.ORG.AU** New Registration - 3 Days (72 Hours)  
Auto-Renewal - 3 Days (72 Hours)  
Manual Renewal - 3 Days (72 Hours)
- **.CZ** Manual Renewal - 59 Days (1416 Hours)

- **.EU** Auto-Renewal:  
*A Renewal Delete Credit is granted whenever a .EU domain name is deleted within 30 days (720 Hours) of being renewed, provided that the domain name is not reactivated or transferred from quarantine following its deletion*
- **.IT** Auto-Renewal - 14 Days (336 Hours)  
Manual Renewal - 14 Days (336 Hours)
- **.MX** New Registration - 45 Days (1080 Hours)  
*Registration fee frozen during period, no charge. Fee is charged at day 46, No refund. If the domain name is deleted during the Grace Period the fee is unfrozen.*
- **.COM.MX** New Registration - 45 Days (1080 Hours)  
*Registration fee frozen during period, no charge. Fee is charged at day 46, No refund. If the domain name is deleted during the Grace period the fee is unfrozen.*
- **.PE** Manual Renewal - 29 Days (696 Hours)
- **.COM.PE** Manual Renewal - 29 Days (696 Hours)
- **.NET.PE** Manual Renewal - 29 Days (696 Hours)
- **.NOM.PE** Manual Renewal - 29 Days (696 Hours)
- **.ORG.PE** Manual Renewal - 29 Days (696 Hours)
- **.PH** Manual Renewal - 59 Days (1416 Hours)
- **.COM.PH** Manual Renewal - 59 Days (1416 Hours)
- **.NET.PH** Manual Renewal - 59 Days (1416 Hours)
- **.ORG.PH** Manual Renewal - 59 Days (1416 Hours)
- **.SE** Manual Renewal - 69 Days (1656 Hours)
- **.SG** Manual Renewal - 29 Days (696 Hours)
- **.SO** Auto-Renewal - 44 Days (1056 Hours)  
Manual Renewal - 44 Days (1056 Hours)
- **.COM.SO** Auto-Renewal - 44 Days (1056 Hours)  
Manual Renewal - 44 Days (1056 Hours)
- **.NET.SO** Auto-Renewal - 44 Days (1056 Hours)

Manual Renewal - 44 Days (1056 Hours)

- **.ORG.SO**            Auto-Renewal - 44 Days (1056 Hours)  
                         Manual Renewal - 44 Days (1056 Hours)
- **.UK**                    Manual Renewal - 89 Days (2136 Hours)
- **.CO.UK**                Manual Renewal - 89 Days (2136 Hours)
- **.ME.UK**                Manual Renewal - 89 Days (2136 Hours)
- **.ORG.UK**                Manual Renewal - 89 Days (2136 Hours)

**Pre-Registrations**

For gTLD pre-registrations, application fees are non-refundable\*.