



CUSTOMER AGREEMENT AND REFUND POLICY

Last Modified: June 6, 2025

1. REFUND ELIGIBILITY

1.1. Refundable Services

The following services are eligible for refunds within specified timeframes:

- Web Hosting: 72 hours from purchase
- Game Servers: 72 hours from purchase

1.2. Non-Refundable Services

The following services are strictly non-refundable:

- Dedicated Servers
- Virtual Private Servers (VPS)
- Add-on Services
- Domain Registrations
- SSL Certificates
- Administrative Fees
- Setup Fees
- Migration Services

2. REFUND CONDITIONS

2.1. Eligibility Requirements

- Request must be made within 72 hours of initial purchase
- Account must be in good standing
- Service must not violate Terms of Service
- First-time purchases only (renewals not eligible)
- No prior refunds issued to the account

2.2. Exclusions Refunds will not be issued if:

- Terms of Service have been violated
- Service has been used for production purposes
- Account has been suspended for abuse
- 72-hour period has elapsed
- Service has been renewed

3. REFUND PROCESS

3.1. How to Request a Refund

- Submit ticket to support@dedisystems.com
- Include account information
- Provide reason for refund request
- Submit within 72-hour window

3.2. Processing Time

- Requests reviewed within 24 hours
- Approved refunds processed within 5-7 business days
- Refunds issued to the original payment method

4. SERVICE CANCELLATIONS

4.1. Cancellation Process

- Submit cancellation request via support ticket
- Provide account information
- Specify services to be cancelled
- Back up all data before cancellation

4.2. Post-Cancellation

- No data recovery possible after cancellation
- No refunds for unused portion of service
- Account access terminated immediately
- All data deleted after cancellation

5. DEDICATED SERVERS AND VPS

5.1. No Refund Policy

- All dedicated server purchases are final
- All VPS purchases are final
- No exceptions to this policy
- No partial refunds

5.2. Service Guarantee

- Hardware replacement guaranteed
- Network uptime per SLA
- Technical support provided
- No monetary refunds

6. PAYMENT AND BILLING

6.1. Payment Terms

- All payments are due in advance
- No service activation until payment cleared
- Automatic renewal unless cancelled
- Late payments subject to suspension

6.2. Pricing Changes

- 30-day notice for price increases
- Changes apply for the next renewal
- No mid-term price changes
- Right to reject renewal at new price

7. ACCOUNT TERMINATION

7.1. By Customer

- Cancel through support ticket
- No refund for remaining time
- Data deleted after termination
- Cannot be reversed

7.2. By Company

- Violation of Terms of Service
- Non-payment
- Abuse of resources
- No refund issued

8. DATA BACKUP

8.1. Customer Responsibility

- Maintain own backups
- No guarantee of data preservation
- Company not liable for data loss
- Regular backup recommended

9. MODIFICATIONS

We reserve the right to modify this policy at any time. Changes become effective immediately upon posting.

10. CONTACT INFORMATION

For refund and cancellation requests: Dedisystems, LLC
30 N Gould St Ste R Sheridan, WY 82801
USA
Email: support@dedisystems.com

11. AGREEMENT

By purchasing our services, you acknowledge that you have read, understood, and agree to this Customer Agreement and Refund Policy.

This policy supersedes all previous versions and is subject to change without notice. All refund decisions are at the sole discretion of Dedisystems, LLC.