

Simple4Soft

REFUND POLICY

Last Revised: 10/28/2019

Products purchased from Simple4Soft Inc., may be refunded only if cancelled within the refund period specified below in this policy. 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.

"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 Simple4Soft Inc., in accordance with the terms and conditions of the applicable product or service agreement (see [here](#)).

"Refund Period", you may cancel a product at any time, but a refund will only be issued if you request a refund with Simple4Soft's customer service within the refund time frame specified for the applicable product, if available at all.

No Refund After Account Closure. If eligible for a refund, it is necessary for you to request a refund prior to account closure. You may elect to close your account with us at any time, but upon account closure you will no longer be eligible for a refund as otherwise permitted under this Refund Policy.

BRAZILIAN CUSTOMERS: ANY AND ALL PRODUCTS PURCHASED FROM SIMPLE4SOFT MAY BE REFUNDED ONLY IF CANCELLED WITHIN SEVEN (7) DAYS FROM THE DATE OF THE TRANSACTION.

Standard Refund Terms

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.)*

+Security products with remediation service cannot be refunded once a cleanup request has been submitted._

Products with Special Refund Terms

Ad Spend

For SEV Premium, 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.

Assisted Service

Refundable after the initial three months.

Auction Featured Listings

Refundable during first 24 hours if there are no bids.

Auctions Additional Categories

Refundable during the first 48 hours if there are no bids.

Domain Backorders

If a Domain Backorder credit has been applied to an auction, then it is non-refundable (if not yet applied to an auction, eligible for a refund within 30 days of the date of the transaction).

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 / Auto-Renewal / Manual Renewal - 3 Days (72 Hours)
.COM.AU	New Registration / Auto-Renewal / Manual Renewal - 3 Days (72 Hours)
.NET.AU	New Registration / Auto-Renewal / Manual Renewal - 3 Days (72 Hours)

.ORG.AU	New Registration / Auto-Renewal / Manual Renewal - 3 Days (72 Hours)
.CZ	Manual Renewal - 59 Days (1416 Hours)
.IT	Auto-Renewal / Manual Renewal - 14 Days (336 Hours)
.MX	New Registration - 45 Days (1080 Hours) <i>Registration fee frozen during p Fee is charged at day 46, No refund. If the domain name is deleted during the fee is unfrozen.</i>
.COM.MX	New Registration - 45 Days (1080 Hours) <i>Registration fee frozen during p Fee is charged at day 46, No refund. If the domain name is deleted during the fee is unfrozen.</i>
.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 / Manual Renewal - 44 Days (1056 Hours)
.COM.SO	Auto-Renewal / Manual Renewal - 44 Days (1056 Hours)
.NET.SO	Auto-Renewal / Manual Renewal - 44 Days (1056 Hours)
.ORG.SO	Auto-Renewal / 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)

3. Pre-Registrations

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

For more information on pre-registration refunds with Donuts Inc.' family of [TLDs](#), see Donuts' Pre-Registration [Refunds and Auctions](#) policy.

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).

Get Started Service

If a Get Started 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).

Professional Web Design Services

Web Services: 30% cancellation fee when in progress, 70% cancellation fee when site design is delivered for review, non-refundable once first revision is completed. If not yet performed, eligible for a refund within 30 days of the date of the transaction. Once performance has begun, web service design is considered completed 180 days from the date of the transaction and will not be eligible for a refund thereafter.

Logo Design: 40% cancellation fee when in progress, non-refundable once artwork delivered. If not yet performed, eligible for a refund within 30 days of the date of the transaction. Once performance has begun, logo design is considered delivered 180 days from the date of the transaction and will not be eligible for a refund thereafter.

Website Makeover Services: 30% cancellation fee when in progress, 70% cancellation fee when site design is delivered for review, non-refundable once complete.

Website Care: Website Care is a 12-month contract and you are expected to commit to the Services for the duration of your purchased term length. If you purchase a Website Care plan, you can cancel the plan at any time and Simple4Soft will not bill you for future renewals.

If you purchase a quarterly or annual plan, and you have completed 1 or more request(s) you can cancel the plan at any time and you will not be eligible for a refund.

If you purchase monthly, quarterly or annual plans, you can cancel Website Care and you can receive a full refund, if there have been NO completed requests for Website Care.

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 Simple4Soft's website and is not subject to any promotion, discount, or other reduction in price).

Trustee Fees

Trustee fees are refundable if the domain was not successfully registered. Trustee fees, however, are non-refundable upon renewal.

Website Security

Refunds are only available within 30 days of purchase and will only be issued in cases where a manual malware removal was not completed.

WordPress Premium Support

Refunds may be granted if the plan is cancelled prior to the end of the billing cycle and none of the credits have been used. If a Service has already been performed during the month, then that month is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction). Future unused months of the services may also be refunded if the plan is cancelled and a pre-payment was made.

Products Not Eligible for Refunds

- Appraisals (Express and Certified Appraisals are non-refundable if the customer already applied the credit).
- Auctions Memberships
- Cloud Servers
- Configuration Add-Ons
- Discount Domain Club (if used for purchase)
- Domain: Auctions, Buy Service (you may request a refund ONLY IF you have not submitted a bid on the domain the service was purchased for), Consolidation or Monitoring
- Hosting Connection paid Apps (not refundable once set up)
- Merchant Accounts
- Office Max Bundles
- Premium Domain Names
- Redemption Fees
- Transfers (if successful)
- All Registrations or Renewals in the following TLD's are fully non-refundable:
 - .AI
 - .AM
 - .AT
 - .BE
 - .BR
 - .COM.BR
 - .NET.BR
 - .ORG.BR
 - .CH
 - .CL
 - .DE
 - .DK
 - .ES
 - .COM.ES
 - .NOM.ES
 - .ORG.ES
 - .EU
 - .FM
 - .FR
 - .GG
 - .GS
 - .JP
 - .CO.JP
 - .KR
 - .CO.KR
 - .NE.KR
 - .RE.KR
 - .MS
 - .NL
 - .NU
 - .NZ
 - .CO.NZ
 - .NET.NZ
 - .ORG.NZ
 - .PL
 - .BIZ.PL
 - .COM.PL
 - .INFO.PL

- .NET.PL
- .ORG.PL
- .RU
- .COM.RU
- .NET.RU
- .ORG.RU
- .TC
- .TK
- .VE
- .CO.VE
- .COM.VE
- .INFO.VE
- .NET.VE
- .ORG.VE
- .WEB.VE
- .VG
- .CO.ZA

All Registrations or Renewals in the following TLD's are refundable, except for the condition in parentheses (in which case, they are non-refundable):

.AMSTERDAM	<i>(New Registration and Manual Renewal Only)</i>
.ARCHI	<i>(Manual Renewal Only)</i>
.BIO	<i>(Manual Renewal Only)</i>
.SKI	<i>(Manual Renewal Only)</i>
.CA	<i>(Manual Renewal Only)</i>
.CZ	<i>(New Registration and Auto-Renewal Only)</i>
.IT	<i>(New Registration Only)</i>
.MX	<i>(Manual Renewal Only)</i>
.COM.MX	<i>(Manual Renewal Only)</i>
.PE	<i>(New Registration and Auto-Renewal Only)</i>
.COM.PE	<i>(New Registration and Auto-Renewal Only)</i>
.NET.PE	<i>(New Registration and Auto-Renewal Only)</i>
.NOM.PE	<i>(New Registration and Auto-Renewal Only)</i>
.ORG.PE	<i>(New Registration and Auto-Renewal Only)</i>

.PH	<i>(New Registration and Auto-Renewal Only)</i>
.COM.PH	<i>(New Registration and Auto-Renewal Only)</i>
.NET.PH	<i>(New Registration and Auto-Renewal Only)</i>
.ORG.PH	<i>(New Registration and Auto-Renewal Only)</i>
.SE	<i>(New Registration and Auto-Renewal Only)</i>
.SG	<i>(New Registration and Auto-Renewal Only)</i>
.SO	<i>(New Registrations Only)</i>
.COM.SO	<i>(New Registrations Only)</i>
.NET.SO	<i>(New Registrations Only)</i>
.ORG.SO	<i>(New Registrations Only)</i>
.TW	<i>(Auto-Renewal Only)</i>
.COM.TW	<i>(Auto-Renewal Only)</i>
.IDV.TW	<i>(Auto-Renewal Only)</i>
.ORG.TW	<i>(Auto-Renewal Only)</i>
.UK	<i>(New Registration and Auto-Renewal Only)</i>
.CO.UK	<i>(New Registration and Auto-Renewal Only)</i>
.ME.UK	<i>(New Registration and Auto-Renewal Only)</i>
.ORG.UK	<i>(New Registration and Auto-Renewal Only)</i>