



## Refund Policy

### 1. Refund Policy

- 1.1.** Following services will not be subjected to refund once purchase:
  - a) Domain Names
  - b) SSL Certificates
  - c) Software Licenses
- 1.2.** Within 30 days of the purchase made, refund can be made for the following services:
  - a) Shared cPanel web hosting
  - b) Dedicated email hosting service
  - c) VPS Hosting Service
  - d) Any reseller hosting package
- 1.3.** No refunds will be made if the customer has breached the Hostaroos's privacy policy statement.
- 1.4.** All refunds but mentioned here will be processed with the willingness of Hostaroos according to the policies and guidelines published by the Australian Competition and Consumer Commission. For more information check the link below:  
<http://www.accc.gov.au/consumers/consumer-rights-guarantees>

**If you have question, Please feel free to send us email at [support@hostaroos.com.au](mailto:support@hostaroos.com.au)**