

How do I get a refund?

We understand that sometimes, the product you receive is not what you fully expected. Maybe you had a change of mind about starting your new server, maybe some financial problems hit, and you are no longer able to pay for the service. Not to worry, we have a process on how you can get a refund.

Product Eligibility

The first thing we want to check is if your product qualifies for our refund policy. Below are the products that are/aren't eligible for a refund.

Ineligible Products

- Domain Names
- Account Credit

Eligible Products

- Minecraft Servers (Initial Payment)
- Minecraft Servers (Renewal Payment)
- Dedicated Servers
- Virtual Private Servers
- Website Hosting

Refund Policy Eligibility

Now that we identified that you have a product you can request a refund for, you would have to verify if you are within the 72-hour refund period. Please note, after your first month of Minecraft hosting, if you decide you wanted to cancel it on the 13th but accidentally paid for another month for it, you have until the 16th to request a refund.

Opening a Ticket

If you are eligible for everything above. You would open a ticket to our [Billing Area](#) and request a refund there!

Revision #4

Created 12 August 2022 07:15:49 by Joseph K

Updated 29 September 2022 01:24:22 by Joseph K