

HostNodeX

Refund & Cancellation Policy

Version 1.0 – Effective September 2025

1. Introduction & Scope

1.1 This Refund & Cancellation Policy ("Policy") forms part of the agreement between HostNodex and its customers.

1.2 The purpose of this Policy is to clarify customer rights and HostNodex's practices concerning refunds and subscription cancellations.

1.3 This Policy applies to all Services provided by HostNodex.

2. General Principles

2.1 HostNodex provides Services on a subscription basis (monthly or yearly).

2.2 Payments are made in advance and cover access to Services for the billing period purchased.

2.3 Customers are responsible for ensuring timely cancellation if they do not wish to renew.

3. Subscription Renewals & Automatic Billing

3.1 Subscriptions renew automatically at the end of each billing cycle unless cancelled in advance.

3.2 Customers authorize HostNodex to charge their payment method for each renewal until cancellation.

3.3 Renewal ensures uninterrupted access to Services until the end of the billing period.

4. Non-Refundable Payments

4.1 All payments to HostNodex are final and non-refundable once a billing period has started.

4.2 Example: If a subscription renewed yesterday, the customer retains access until the end of the paid period, but no refund will be provided for unused days.

4.3 HostNodex does not provide pro-rated refunds for mid-cycle cancellations.

4.4 Refunds are only issued where legally required or if Services could not be delivered.

5. Right of Withdrawal (EU Consumers)

5.1 Under EU law, consumers may have a statutory 14-day right of withdrawal.

5.2 This right does not apply once the customer has requested immediate activation of the VPS.

5.3 If the right of withdrawal is exercised before activation, HostNodex will provide a full refund.

6. Cancellations

6.1 Customers may cancel their subscription at any time via the dashboard or Stripe Billing Portal.

6.2 Cancellation prevents future renewals but does not generate refunds for current billing periods.

6.3 Services remain active until the end of the paid period.

7. Service Failures & Exceptions

7.1 If HostNodex is unable to deliver a purchased Service, a refund may be provided at HostNodex's discretion.

7.2 Exceptions are limited to cases of complete service failure at the point of provisioning.

7.3 Scheduled maintenance, downtime, or third-party issues are not grounds for refunds.

8. Chargebacks & Disputes

8.1 Customers must contact HostNodex support before initiating chargebacks or disputes.

8.2 Unjustified chargebacks may result in suspension or termination of Services.

8.3 HostNodex reserves the right to recover costs incurred from chargebacks, including bank fees.

9. Amendments to this Policy

9.1 HostNodex may amend this Policy from time to time.

9.2 Customers will be notified of material changes via email or dashboard notifications.

9.3 Continued use of Services constitutes acceptance of updated terms.

10. Contact Information

HostNodex

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Website: <https://hostnodex.com>