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Refunds and cancellations: what comes back, when, and what does not

Refunds & Disputes

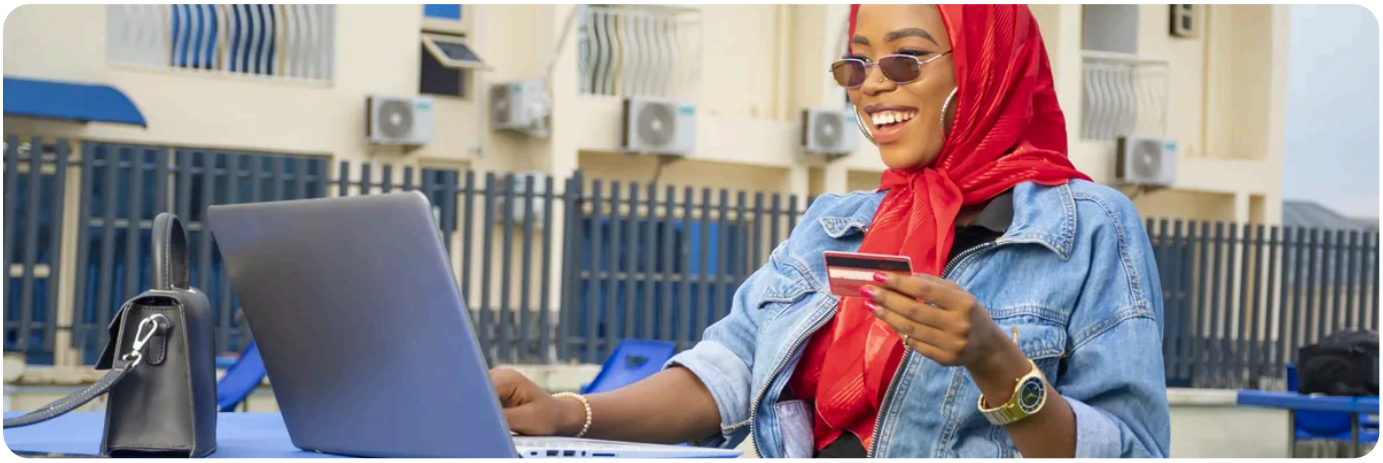
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RLX Holdings (Pty) Ltd. · Group RLX Holdings
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Refunds and cancellations: what comes back, when, and what does not

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Refund and cancellation sound like the same thing and are not. Almost everyone who writes to us asking for a refund actually wants the first of the two below - and that one has no deadline at all.

What you want	What it is
To stop paying from now on	That is a **cancellation**. It can be done at any time, the service runs to the end of the period already paid, and no further invoice is issued. See **how to cancel a service and keep only the domain**
To get back money already paid	That is a **refund**. It has a deadline and it has limits, and those are what this article explains.

The 15-day guarantee

If you bought a **Web Hosting plan** and within the first **15 days** decide it is not for you, we refund what you paid in full. You do not have to justify it. That is the guarantee written in our Payment Terms, and we honour it.

> **The guarantee covers hosting plans only.**
> It does not cover every product. Some special offers carry their own deadlines, stated in the offer itself - if you bought on a campaign, the deadline is the one that was there.

What is not refundable - and why

It is not arbitrary: in these cases the money left here for someone else at the moment of purchase, and there is nowhere to return it from.

Not refundable	The reason
Domain registration	The registry charged for the registration and the name was registered **in your name**. A registration cannot be undone - and the domain stays yours until it expires.
SSL certificates	The certificate authority issues the certificate as soon as the payment lands. Once issued, it is paid for.
VPS servers	The machine is reserved and assigned to you at the moment of purchase.
Cloud and dedicated servers	The same: separate resources, held for you.

This does not mean you have no way out if something genuinely went wrong on our side. It means the route is not the automatic guarantee - it is talking to us about the specific case.

One exception with no way back.
Accounts suspended for **content or Acceptable Use Policy violations** are not refunded under any circumstances. It is the one situation where there is no discussion to be had, and it is written into the Terms precisely so it catches nobody out.

How to ask

1. Open a ticket with the **Finance Department** giving the **invoice number** and the service concerned.
2. Say in two lines what went wrong. Not to justify the request - but because there is often a fix, and it is worth our knowing.
3. Give the **same method** you paid with. The refund goes back the way it came; if you paid by transfer, we need the bank details.
4. Once the request is confirmed, the service is cancelled. Save anything you want to take with you first - see **how to restore your data with JetBackup**.

The clock starts at payment.
It is 15 days from the day the invoice was marked paid, not from the day the site was finished. If you are unsure about the plan, use it properly in the first week rather than leaving it for later.

And what about the domain?

The domain is yours and stays yours, even if you cancel the hosting. It is registered in your name and runs on its own calendar - it can stay here with DNS management only, point at another provider, or simply sit idle. None of that is lost by cancelling the plan. See **cancel a service and keep only the domain**.

Before you ask, an honest suggestion

A good share of the refunds we receive come from things that have a fix: a site slowed by its PHP version, mail landing in spam for a missing record, or a plan that got too small. If it is one of those, tell us first - fixing is faster than refunding. And if you believe we are the ones who fell short, there is a proper route for that: **how to make a complaint and how we handle it**. For where our work ends and yours begins, **how far our support goes**.

NEED A HAND?

Want to cancel, or want us to fix what is wrong?

Talk to us →

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