

Standard Refund Terms

Products purchased from Digital Spyderys, LLC may be refunded only if cancelled within the following timeframe:

Annual Plans - Within 30 days of the date of the original transaction.

Monthly Plans - Within 48 hours of the date of the original transaction.

**Monthly Plans include all plans with less than a 1-year term (e.g., 6 mos., 9 mos., etc.)*

“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 Digital Spyderys, LLC in accordance with the terms and conditions of the applicable product or service agreement.

You may cancel a product at any time, but a refund will only be issued if you request a refund via support ticket from your customer control panel with Digital Spyderys’ within the refund timeframe specified for the applicable product, if available at all.

Note: 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.

This Policy is provided in the English language. To the extent any translation is provided to you, it is provided for convenience purposes only, and in the event of any conflict between the English and translated version, the English version will control and prevail.

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 complete.

Logo Design: 40% cancellation fee when in progress, non-refundable once Artwork Delivered.

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

Free Promotional Items

In the event any purchased product or service that includes a free promotional item or service, if you cancel the product or service, the list price of the promotion free item or service will be deducted from the refund amount based listed on Digital Spyderys’ website and is not subject to any promotion, discount, or other reduction in price.

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).

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).

Hosting services included email, cloud backup & sync, productivity suites, security services, and other related technologies.

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.

Cloud PBX Phone Service

If a Cloud PBX Phone Service has already been deployed on signed contract with promotional free phones, then it is non-refundable after 30 days. (if not yet performed, eligible for a refund within 30 days of the date of the transaction). If service is terminated prior to the expiration of the contract duration, any free hardware we be charged at the pro-rated price. Customer may elect to return the phones and related hardware back to Digital Spyderys at customer's shipping expense and not be charged for the hardware.

30-Day Trial Terms

Offer

Digital Spyderys' 30-Day Trial applies to new accounts on all platforms, including Exchange Email, Cloud PBX, Cloud Server and ShareSync. The 30-Day Trial is not a discount. Instead, it is an option for accounts that are less than 30 days old to terminate service or subscription without incurring early termination charges and with a refund of service fees.

Exclusions

The following exclusions will apply to the 30-Day Trial option (i.e., the following fees are not refundable):

- Initial setup fees and migration fees
- Fees or Blackberry, ActiveSync or Exchange add-on features, including additional disk space, archiving, Fax via Email, Skype for Business, e-mail Encryption, PC & Outlook Back-up and SharePoint
- International & Conference Call calling charges for Cloud PBX Service
- Cloud Server bandwidth fees
- Fees related to Private Cloud Exchange hosting solutions

How to Exercise the offer

If you wish to exercise the out clause of the 30-Day Trial option and receive a refund of your service fees, please submit a ticket within your Digital Spyderys' client control panel. The procedure must be performed and Billing department must be contacted with the first 30 days of the new account creation.

PRODUCTS NOT ELIGIBLE FOR REFUNDS

- Setup Fees
- Domain Name Registrations
- Secure Socket Layer (SSL) Certificates
- Cloud Servers
- Merchant Accounts
- Payment Gateways

Questions regarding refunds and billing can be sent to billing@digitalspyders.net.