



Refund Policy

Effective January 2026

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Purpose: This Refund Policy explains the terms and process for obtaining refunds for CharityHost.org services, ensuring clarity and transparency for all customers.

1. Refund Process

To cancel and request a refund, use your client portal or submit a request via email. Refunds will be processed according to this policy and issued to the original payment method within 10 business days.

2. Standard Refund Periods

- **Annual Plans:** Refund requests accepted within 60 days of purchase, prorated for used service.
- **Monthly Plans:** Refund requests accepted within 7 days of purchase, prorated for used service.
- No refunds are available outside of these standard refund periods.

3. Non-Refundable Items

- No refunds for domains, SSL certificates, professional services, or custom equipment.
- No refunds for VPS Entry/Lite and Specials discounted plans.
- No refunds for physical dedicated servers; all payments are final for these products for the term specified.
- Administrative and payment processing fees are non-refundable.



4. Denial of Refunds

CharityHost may deny refunds for abuse, fraud, or policy violations.

5. Policy Updates

This policy may be updated at any time, effective upon website posting.