



## Refund Policy

**Effective January 2026**

**Posted January 18, 2026**

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

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### 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.

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### 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.
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### 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.
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#### 4. Denial of Refunds

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

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#### 5. Policy Updates

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