

Refund Policy

- If paying via credit card, debit card, net banking, PayPal the account will be setup immediately once the payment is confirmed. If you are paying By UPI/NEFT/IMPS We will activate the order once we confirmed the Payment
- The 7 day money back guarantee is only applicable for first-time signups. Second time and subsequent sign-ups are not eligible for the same. For instance, if you've had an account with us before, cancelled and signed up again, you will not be eligible for a refund or if you have opened a second account with us.
- Refund is not applicable on Domain registration/transfer/renewal, VPS & Dedicated Server, CodeGuard, SiteLock, Dedicated IP, WHMCS License, Blesta License, Weebly Site builder and other addons we provide The modifications done in pricing pattern or policy by the software license company will take effect immediately on HostPug Web Services clients.
- The money back guarantee is provided on Shared hosting, Reseller hosting Only
- No refund will be made if your Service(s) are suspended or terminated for cause.
- The refund will not cover any kind of taxes, setup fees, refund processing fee, postal charges or any kind of payment processing charges or bank fee(s). There will be no refunds issued in case the web hosting account was involved in violation of our terms of service or any kind of illegal or system resources over-usages or after 7 days period or beyond coverage of our refund policy as noted here.
- If the web hosting service includes free domain name, and you cancel the web hosting service, the domain charges (standard rate as per website) would be deducted from the refund amount. If the refund amount is less than the domain name price, you will have to pay the difference or forfeit the domain. The ownership of the domain will remain with HostPug Web Services if you fail to pay the difference amount.
- Transfer fees would be applicable, if you wish to transfer the free domain name to some other provider. Without transfer fees the domain will not be released.
- One free WHMCS Starter or Blesta license is included in reseller hosting plan (PUG1/PUG2/PUG3). WHMCS starter license allows you to manage upto 250 clients. You can upgrade the WHMCS license from us by paying the appropriate license cost. **If the reseller hosting plan is cancelled within first 7 days then WHMCS Starter (10\$) or Blesta license (7\$) cost will be deducted from the refund amount.**
- The payments made through UPI/NEFT/IMPS To our Bank Directly are non-refundable. Refund will be added as credit to the hosting account.
- The refund request placed after 7 days will not be processed and you will not be eligible for any refund.
- The cancellation request should be sent through client area.
- If you had made the payment after your Service termination, We can able to activate your Order only. No Refund Given
- After sending the cancellation request, it would take 7 to 15 Business days to complete the refund process.
- Unpaid invoices may result in the suspension or termination of your web hosting account. Your suspended account will only be restored after clearing the outstanding invoice after which you will be able to access your data.
- If your account gets terminated, the data residing on it won't be restored and will be treated as a new account. If you fail to renew your subscription on time you will be charged on your invoice.
- We will not activate new orders or activate new packages for customers who have an outstanding balance on their account.
- Every Services will be suspended on the next day of your due date and terminated on the 5th day from your service due date. So its your responsibility to Do payment in time to avoid any service suspension/termination