

Cancellations and Downgrades Policy.

For security reasons, we can only accept cancellations that have been requested via our cancellation link in our client area. To do this login to your account, Click My Services, then click on the appropriate hosting package and click Cancel service on the bottom left. This will guide you through the process automatically. You will receive an email confirmation that the cancellation has been received. Verbal, email or ticket cancellation requests are not accepted.

Domain Registrations and Renewals

As domain registrations and renewals are processed immediately it is not possible to cancel or refund an order once it has been placed.

All Product and Services including VPS, Cloud Services and Backup Services

Notice is required on cancellations and downgrades from the main account holder for any and all VPS and Cloud services.

If the main account holder is unavailable due to exceptional circumstances, we will need notice from another registered person on the account, alternatively proof of company ownership.

SSLs

SSL orders that are made in error are non-refundable due to automated processing.

Cancellations notice required before next service period

Monthly: 4-day notice is required before next service period commences. If the notice given by client is less than required but is before the next service period commences then a fee of one month* will be charged for the service at the full monthly rate.



1 Centrus, Mead Lane, Hertford, Hertfordshire, SG13 7GX

T: 020 8090 9664

E: info@nimbushosting.co.uk

www.nimbushosting.co.uk

Quarterly: 4-day notice is required before the next service period commences. If the notice given by client is less than required but is before the next service period commences then a fee of one month* will be charged for the service at the full monthly rate which forgoes the 5% discount for paying quarterly.

Annual: 4-day notice is required before next service period commences. If the notice given by client is less than required but is before the next service period commences then a fee of one month* will be charged for the service at the full monthly rate which forgoes the 8% discount for paying annually.

*Please note the monthly amount will vary depending on your service.

Any invoices that are outstanding when notice is given are due in full. We do not offer part refunds if an invoice has been generated once the service period has commenced. No refunds will be given for any term that has already been paid.

Change of billing cycle

If a client would like to change the billing cycle of their service, we require the following notice from the main account holder.

If the main account holder is unavailable due to exceptional circumstances, we will need notice from another registered person on the account, alternatively proof of company ownership.

Strictly 4-day notice is required before the next service period commences for all billing cycles. If the service period has commenced and the invoice has been generated, we are unable to change the billing cycle and it will need to be changed for the next service period.

Dedicated Servers

Dedicated Services can be cancelled or downgraded with 30-day notice from the next service period commencement date as long as the initial term has finished, usually 12 months. The initial term will be made clear in the contract or by emailing sales@nimbushosting.co.uk. Any balance leftover is not refundable.



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All services will automatically renew based on their existing billing period of monthly, quarterly or annually. You can change the billing period by contacting your Account Manager or raising an email to sales@nimbushosting.co.uk.

Domain Registration and SSL Certificates

Domain Registration and SSL certificates can be cancelled by not renewing at the renewal date. Any balance leftover from an advance payment is not refundable.