



Our Refund Policy

The below document explains our refund policy and how you can obtain it in the event you are not satisfied with our services. Please contact us before you request a refund though, we are always willing to do whatever it takes to keep you as our respected client.

VpsCity reserves the right to cancel the account at any time. Customers may cancel at any time.

New Accounts

VpsCity gives you an unconditional 7 day money back guarantee on VPS Server Hosting for new account signups. Payment made for domain registration and dedicated servers will not be refunded, domain name can be transferred to client. All add-on services, IP Addresses, SSL certificates and Domain payments are non-refundable.

Accounts cancelled / terminated by VpsCity do not qualify for the 7 day money back guarantee

Accounts suspended for TOS violations, in which the customer decides not to fix the violation. Only first-time accounts are eligible for a refund. For example, 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. Free Domains are available for the life of the VPS Server. If a customer cancels at anytime VpsCity will require full payment for the cost of the domain of the first year to retain ownership of the domain. Any refund requests will automatically minus the cost of the free domain.

If you are are not satisfied with the products, services, or support we provide to you within 7 days of your purchase, we will issue you a complete refund assuming no TOS violation has occurred.

One refund event on your first account is granted per customer. Under no circumstances will multiple 7 day money back guarantees be paid to the same person, this is unreasonable. (We have learned how people will take advantage of our generous offer).

Any upgrade and/or downgrade of service within the first 7 days negates the 7 day money back guarantee. All of these policies are to mitigate fraud and abuse of our generous 7 day money back guarantee.

To attain the money back guarantee, within the first 7 days submit a support ticket to let us know to immediately cancel your service and that you are requesting your money back. Custom plans or packages and promotional packages are not eligible for refunds.

All other services

No refunds will be issued if abuse of our stated policies forces VpsCity to suspend or terminate your services

prematurely.

In the event you request a service cancellation, it will be suspended from use on the requested cancellation date. Cancellations of accounts pre-paid for on a month to month payment basis will not receive a refund for the remainder of the monthly billing period. Cancellations of accounts pre-paid on non-monthly accounts or on a yearly basis will only receive a pro-rated refund based on the regular monthly rate of the same hosting plan. All add-on services, IP Addresses, SSL certificates and Domain payments are non-refundable. If for any other reason your account becomes suspended and remains suspended it will be deleted after a 30-day period. Please see our cancellation policy.

All refunds are processed within seven (7) business days.