

# Billing Policy

## Â Our Billing Policy

If you are a client of Dentoo.info or Dentoo.net please read the Dentoo Clients Billing Policy

Admin-Hosting is a discount Managed Solutions Provider. As such, we operate on low margins; meaning we can only afford to provide excellent customer service and prices to those clients who consistently pay on time. Admin-Hosting has adapted a structured billing policy that all customers, whether large or small, must follow.

- \* All accounts are set up on a prepay basis. Admin-Hosting must receive payment before we activate any services. If you wish to pay by check, money order, Stripe or Skrill, we must validate funds before we will activate your account.
- \* All International clients must pay by credit card, Stripe or Skrill. We do not accept international checks.
- \* Customers with accounts set up on a periodic credit card billing plan must keep credit card information current. It is the customers' responsibility to inform Admin-Hosting on changes in credit card type, e-mail address or expiration date of their credit card. All your billing information can be managed securely online by using your Control Panel.
- \* All accounts billed to a credit card are automatically renewed unless canceled prior to the renewal date. This applies to all monthly, quarterly and yearly accounts.

## Â Billing Terms

After the initial thirty days of service, each customer is committed to the remaining time on the service they purchased and no refunds will be given. Admin-Hosting does not require that you finish off each term and you are free to close your account at anytime without any additional charges or fees. However, Admin-Hosting will not pro-rate any return for unused service. For example, if you have an account that you are paying for monthly and you decide to close it a few days after your last payment, you will not be issued any refund, whether in full or pro-rated. By using Admin-Hosting, you understand and agree to this billing term. You also understand that while no refund will be issued, you are always free to keep your account open for the full amount of time you have paid for.

## Â Billing Disputes

As a current or prior customer of Admin-Hosting, you agree to allow Admin-Hosting to attempt settlement of any billing dispute for 30 days before disputing with any third party, credit card company or bank. Admin-Hosting simply requires that it be the first option in billing disputes. Should Admin-Hosting receive a chargeback or other reversed charge from a third party, credit card company or bank on your behalf before Admin-Hosting has been given a chance to resolve the issue, Admin-Hosting has the right to collect on the rendered services and any fees associated with those disputes. Admin-Hosting charges a \$25.00 Chargeback Fee per chargeback should a credit card company be used as a first resort in a billing dispute. As a customer of Admin-Hosting, you agree to these Terms.

Not all billing disputes may be settled to a customers satisfaction. Once Admin-Hosting has been given first right to settle a billing dispute, a customer may use any third party, credit card company or bank in an attempt to settle the dispute. However, Admin-Hosting still retains the right to collect on any rendered services or fees that are due. Should Admin-Hosting be unable to reverse any disputed amounts with a third party, credit card company or bank, Admin-Hosting will submit the full delinquent amount to American Collection Consultants for collections.

## Â Payment Methods

Admin-Hosting accepts payments via credit card, Skrill or Stripe. Credit Cards currently accepted are American Express, MasterCard and Visa.

## Â Billing Cycle

- \* Credit Card Billing: All credit cards are automatically billed once on your anniversary billing cycle date. If your credit card is declined, you will have 14 days to make payment. After this 14 days, your account will be placed on hold until services are paid for.
- \* Traditional Billing: All accounts paying by Skrill or Stripe will be sent an invoice via e-mail 30 days before the due date. We will send a second notice 14 days before the due date. If payment is not received by the 14th day past the due date, Admin-Hosting will suspend your account until payment is received.

\* On Hold Status: All accounts will be placed on hold after you are 14 days past due. While in this status, all services will be suspended. Admin-Hosting keeps all suspended accounts on hold up until the 60-day past due mark. At that stage, they are changed to Collections Status. We do not delete any files or information while On Hold.

## Â Fees

\* Chargebacks: If you issue a chargeback, either by mistake or fraudulently, Admin-Hosting will assess a \$25.00 processing fee for each individual chargeback. Once a chargeback has been received, we will immediately suspend your account until the matter is resolved. If you issue a chargeback against Admin-Hosting to avoid payment (fraudulent chargeback), we will assess the \$25.00 fee and add it to your account total. This will then be turned over to collections.

\* Declined Credit Card Fees: Admin-Hosting charges a \$10.00 credit card resubmission fee each time your credit card is declined.

\* Yearly to Monthly/Quarterly Reversal Fee: Admin-Hosting charges a \$10.00 Manual Processing Fee to reverse charges made to a yearly payment account that wishes to change to a monthly or quarterly account. The change from a yearly term to monthly or quarterly term can only be requested within the first 30 days of the original yearly charge. After the first thirty days, the yearly charge is non-refundable in accordance with our Terms.

\* Late Fee: If your account is closed by Admin-Hosting due to non-payment, which is 60 days past due, we will add a \$20.00 Late Fee to your balance.

## Â Refunds

Refunds are only given within the first 30 days of service and must fall within our 30-Day Money Back Guarantee Policy. Admin-Hosting will not issue any refunds after 30 days, whether in full or prorated. In other words, if you sign up and pay for a quarterly or yearly account, you will not be given any refund if you decide to cancel after 30 days. All refunds will be issued back to your credit card within 30 days of receipt of cancellation. Refunds for a break in our 99.9% Uptime Guarantee or for a break in our 24-Hour Trouble Ticket Resolution Time Guarantee are issued if we are notified within seven days of the incident.

## Â 30-Day Money Back Guarantee

All shared web hosting plans include a 30-day money back guarantee. If for any reason our services haven't exceeded your standards, please let us know within the first 30 days of account activation and we will refund the money paid for that first month of service. (Minus Setp Fees, Activation Fees and overage charges). Not applicable on Virtual Private Servers or Dedicated Servers.

## Â Cancellations

Due to security concerns (such as fraudulent cancellations), all account cancellations must be done through our online ticket support system via your client account.

\* If you transfer your web site to another host or are just not using the service anymore, it is important to point out that Admin-Hosting has no way of knowing this and it will not constitute account cancellation. We must be informed that you are canceling your account.

\* Closing an account with Admin-Hosting cannot be done by simply canceling the credit card. Admin-Hosting will continue to treat this as an open account and send it through our billing cycle. The end result is a past due account that will be turned over to collections. It is very important that you cancel your account via the Control Panel to ensure account closure.

\* Cancellation of your account does not necessarily close that account. For any account past due or delinquent, the balance must be settled before closing of an account can be possible. All canceled accounts with a balance are automatically turned over to collections.

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