

## **NETIM – Cancellation and refund policy**

*Effective as of May 25, 2018*

NETIM, 165 avenue de Bretagne 59000 Lille France, hereby defines its cancellation and refund policy in force

### **Cancellation policy**

a. NETIM reminds that, as stipulated in general terms and conditions CG-NETIM 6.6, the Customer expressly agreed that the order processing begins before the end of the period for the right of withdrawal stipulated in the French consumer code. In addition, the customer recognized that services are clearly personalized by NETIM, selected by him, and without the possibility for NETIM to make a cancellation. In these circumstances and in accordance with Article L.121-21-8 of the French consumer code, the right of withdrawal will not apply, and this, nor at the first order of a service nor for any order of renewal.

b. A service can be cancelled on Customer request at any time but the latter can not claim any refund of amounts already paid., except in the following circumstances and according to the service :

#### Domain names

A refund can be received from the Registry if the domain is deleted during the Add Grace Period.

Domain tasting is forbidden.

#### SSL certificates.

The cancellation is done within thirty (30) days of issue date

#### Hosting services

The cancellation is done within seven (7) days of creation date

c. The Customer must send a request for cancellation as soon as possible to NETIM by contacting the support or sales teams. NETIM studies the request and the options for a refund available with the Customer at the time of processing.

d. Abusive requests for cancellation may led NETIM to reject any request at its sole discretion.

### **Refund policy**

a. The Customer must send a request for refund as soon as possible to NETIM by contacting the support or sales team. NETIM studies the request and the options available with the Customer at the time of processing.

b. If the Customer is entitled to a refund, a credit note is created and the corresponding amount is made available as credit on his customer account. Though the Customer can request a full refund to the original payment method.

c. When a credit note is created automatically by NETIM, for any reason whatsoever, the refund is not processed by default. NETIM assumes that the Customer could use the corresponding amount for a new order. Thus, funds remain available as credit until used to pay a new order or refunded.

d. A refund is acquired by the Customer in the following cases:

- The registration, transfer or renewal request of a Domain Name failed and can't be processed.
- The pre registration of a Domain name during a launch failed and it was not allocated to the Customer
- The provisioning of any other service failed

e. In case of a fraudulent payments, NETIM will accept all charge backs payment from platform gateways.