



**Net Onboard Sdn Bhd (796213-D)**

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## Refund and Cancellation Policy

1. Purchase of Business Cloud Hosting within the last 101 Days are eligible for a refund, other products/services are not refundable.
2. You may cancel your subscription service prior or upon the fulfilment of subscription period. After the cancellation of subscription, you will not be billed for the next billing cycle. Any cancellation of subscription service prior to service ends with not be refunded.
3. In the event where no renewal payment or proof of payment has been made, your subscription service will be cancelled upon expiry and the account will be terminated from our server (15) days after the expiry date.
4. Customers who wish to terminate Server Co-Location is required to submit their request in written to Net Onboard (60) days in advance either by fax or email or else the service(s) will be automatically renewed upon the contract expiry.
5. Customers who wish to terminate Cloud Server or Dedicated Server is required to submit their request in written to Net Onboard (30) days in advance either by fax or email or else the service(s) will be automatically renewed upon the contract expiry.
6. For Cloud Server, Dedicated Server or Server Co-Location, any cancellation request must be submitted with 30 days before the service ended or else the service(s) will be automatically renewed upon the contract expiry.
7. Refunds will be given at the discretion of the company management.