

We provide a 14 calendar days money-back guarantee on our Cloud VPS and Cloud VPS Extreme products.

- All refunds must be requested by submitting a termination request via our control panel at <https://control.layershift.com> before the end of the 14th calendar day anniversary of your subscription. The termination request must explain that you are requesting a refund in accordance with our money back guarantee including a brief explanation of how we did not provide you with the service quality you desired, to allow us to improve in future.
- Refunds are available for subscriptions to our Cloud VPS and Cloud VPS Extreme ranges only.
- Refunds are issued pro-rata which means you will be refunded in full for any entirely unused prepaid days, but not the days the service was active.
- Refunds only apply to services paid via credit or debit card or PayPal and will be refunded via the original payment method. If the original payment method is unavailable, we will be unable to issue a refund but can apply credit to your account with us as an alternative.
- Only one subscription can be refunded in a lifetime using this policy per legal entity (natural persons, companies or other types of organization).
- Refunds exclude any fees paid for ancillary services such as (but not limited to) additional IP addresses, disk space upgrades, traffic overages, domain names, SSL certificates, PCI compliance services, trust marks, chargeable software licenses, or upgraded care packs.
- The traffic allowance will be pro-rated to the termination date and any overages will be billed at the usual rate for your plan (up to a maximum cost of the equivalent of one month's service on the plan you subscribed to if you have not exceeded the monthly allowance of that plan).
- We reserve the right to terminate your subscription and delete all data immediately upon receipt of your termination request, including all backups.
- Refunds will be processed by us within 5 business days. You should expect to receive the refund instantaneously for PayPal but for credit/debit card payments this is subject to delays within the banking system and can take up to 30 calendar days to reflect on your statement. Please note that we do not accept any responsibility for any delays in processing after we have processed the refund at our side.
- Your refund will be processed in the original currency of the transaction and we are not responsible for any losses you may incur as a result of currency exchange fluctuations.
- If you breach our Acceptable Use Policy or any other legally binding agreement with us then no refund is possible under this policy.