

## Refund Policy

Please refer to this Refund Policy to explain when you can request a refund with respect to products and services acquired from ROUTEDGE by our customers or through a partner (collectively “Services”).

### *General Terms*

General terms apply to all refund eligible Services. In addition, there may be special term(s) that apply to a specific product and/or service and those are outlined below.

- Service(s) must be cancelled before we can issue a refund.
- No refund will be made if your Service(s) are suspended or terminated for cause.
- If purchased Service(s) include free domain name registration as part of a promotion or sale of the Service(s), and you cancel the purchased Service(s), the standard price for the domain name will be deducted from the refund amount. If the refund amount is less than the standard price for the domain, you must either elect to pay the difference or forfeit the domain, in which case, ownership of the domain will revert back to ROUTEDGE.
- All refunds are processed in Qatari Riyals: you, the customer, bear sole responsibility for any fluctuations in the exchange rate(s) between the time of payment and the time of refund.
- Unless you request otherwise, refunds will be credited to your ROUTEDGE account balance. Purchases made using ROUTEDGE account funds can only be refunded as account credit. Purchases made by credit card or PayPal may be refundable to the source of payment. ROUTEDGE is not responsible for any additional charges imposed by your Credit Card Company in the case of refund.
- In no event the same service is no eligible for refund
- Any processing fee(s) will be deducted from a refund.

Additional refund requirements may apply based on specific terms and conditions notified to you when purchasing any Service(s).

## Special Terms

### Domain Name Registration

- Unless this Refund Policy specifically provides for a refund, all fees for domain name registrations and related domain name Service(s) are non-refundable, in whole or in part, even if your domain name registration is suspended, cancelled or transferred prior to the end of your then current registration term.
- New domain name registrations under QDR may be refundable, at the sole discretion of ROUTEDGE, if you, the registrant, cancel the domain name under QDR domains registration for a valid reason and the cancellation is processed within 2 days (48 hours) after registration. Please note that, in some cases, cancellation and refund are not available for new domain registrations due to restrictions imposed by the applicable registry or registry operating company.
- No refunds are available for fees paid for 3<sup>rd</sup> party domain names 3<sup>rd</sup> party domain Name registration is rejected or cancelled by ROUTEDGE, the registry or the third party seller.
- No refunds are available for fees paid for Premium Domain(s).
- No refunds are available for fees paid for any of the following:
- Additional fees paid for Pre-Orders, Sunrise or Landrush periods or participation in an Early Access Program; or
- Fees paid for related Service(s) such as a Privacy Protection subscription for the domain in question.
- In the case of an unsuccessful attempt to transfer a domain name to ROUTEDGE, we will automatically refund any fees paid as an account credit.

### Web Hosting Services

- Unless this Refund Policy specifically provides for a refund, all fees for Web Hosting and related Service(s) are non-refundable, in whole or in part, even if your Web Hosting Service(s) are suspended or terminated prior to the end of your then current contract term.
- No refunds are available for the following:
- Any additional features, services or upgrades added to your Web Hosting package and purchased at additional fee;
- Any fees related to domain name registrations associated with your Web Hosting package;
- Any renewals of Web Hosting and related Service(s).

## Email Hosting Services

- Unless this Refund Policy specifically provides for a refund, all fees for email hosting and related Service(s) are non-refundable, in whole or in part, even if your email hosting Service(s) are suspended or terminated prior to the end of your then current contract term.
- If you purchase Email Hosting Services for a domain name not registered with ROUTEDGE, you must confirm your ownership of the associated domain name. If you fail to provide satisfactory proof of ownership (or domain access rights) within forty-eight (48) hours from purchase, the purchased Service(s) will be cancelled and any fees paid will be automatically refunded as an account credit.

## SSL Certificates

- Unless this Refund Policy specifically provides for a refund, all fees for SSL Certificates are non-refundable, in whole or in part.
- If a refund is available, fees for SSL Certificates will be refunded in the form of an account credit.

## DNS

- Unless this Refund Policy specifically provides for a refund, all fees for DNS and related Service(s) are non-refundable, in whole or in part, even if your DNS Service(s) are suspended, cancelled or transferred prior to the end of your then current contract term.
- Fees for the Services may be refundable, at the sole discretion of ROUTEDGE

## Non-refundable Services

All other Services are non-refundable, including but not limited to:

- Transfers or renewals of domain name registrations;
- Fees for recovery or reactivation of domain names;
- Dedicated Servers or Dedicated IP Addresses;
- Privacy Protection subscriptions;
- Any Services purchased or acquired at a reduced fee or on promotion; or
- Any fees paid by you to ROUTEDGE for providing non-service related support.

## Refund Requests

If you think you are eligible for a refund, you can submit a helpdesk ticket. You must include the following information in your request:

- Why you are asking for a refund;
- Transaction identifying information (e.g. account username, support pin, transaction number, domain name, date of purchase); and
- Any additional information the Customer Service team asks for in order to process your refund request.

## Contacts

If you have questions about our Refund Policy, you can contact ROUTEDGE at [support@routedge.qa](mailto:support@routedge.qa)

**You may also contact us at:**

**ROUTEDGE**  
PB-31496 OFF-91,  
FLOOR-19 ALREEM TOWER ,  
WEST BAY  
DOHA-QATAR