

Refund Policy

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1. Overview

At Ceohost, we want customers to feel confident and safe purchasing our hosting services. This Refund Policy explains, in clear terms, when a refund applies, what is deducted, what is excluded, and how to request one. This Policy should be read together with our Terms of Service.

Right to Modify: Ceohost reserves the right to change, update, or modify this Refund Policy at any time, at its sole discretion, without prior notice. The version published on our website at the time of your refund request will apply.

2. 7-Day Money-Back Guarantee – New Customers Only, First Purchase Only

Ceohost offers a **7-day, no-questions-asked money-back guarantee**, applicable **only to Web Hosting** category plans — specifically **Shared Hosting, WordPress Hosting, India Hosting, and Premium Hosting** plans, as listed on our website at the time of purchase.

- This guarantee applies **only to the Web Hosting plans named above**. It does not extend to VPS, Cloud Hosting, Dedicated Servers, Reseller Hosting (see Section 12 for Reseller terms), domains, licenses, or any other product/service not named here.
- **Ceohost reserves the right to add, remove, or change which specific plans/products are covered under this 7-day guarantee at any time, at its sole discretion, without prior notice.** The list of eligible plans published on our website/order page at the time of your purchase will govern your order.
- **This guarantee applies strictly to a new customer's very first order/purchase** of an eligible plan with Ceohost.
- **Renewals are not covered.** Once your first term has renewed, or you have completed a full billing cycle, that renewal payment is non-refundable under this guarantee.
- **Repeat/additional purchases are not covered.** If you are an existing Ceohost customer purchasing another plan, an additional hosting account, or the same plan again after a previous cancellation, that new order is not eligible for this 7-day guarantee.
- You may request a refund within 7 days of your first plan's **activation date** (not the payment date, if different) for any reason.
- **Gateway Deduction:** A **5% payment gateway fee** will be deducted from the refunded amount, as this fee is charged to us by the payment processor and is non-recoverable.

3. Services Explicitly Marked "No Refund" Are Excluded

Where a specific hosting plan, service, or add-on is explicitly listed as **"No Refund"** on our website, pricing page, or order/checkout page at the time of purchase, the 7-day money-back guarantee in Section 2 does **not** apply to that service, regardless of whether it otherwise falls under a generally-refundable category such as Shared or WordPress Hosting. The specific terms shown at checkout for that plan will govern.

4. KYC Requirement & Its Effect on the Refund Window

Certain Ceohost plans require mandatory KYC (identity) verification, as described in our Terms of Service. Where KYC is required for your plan:

- Completing KYC promptly is the customer's responsibility. If KYC is not completed within the required timeline, the plan may be placed **on hold or suspended** until valid documents are submitted.
- A KYC-related hold or suspension is **not, by itself, a service failure** and is **not covered** under this Refund Policy as a ground for refund — it is a compliance/verification requirement, separate from refund eligibility.
- **Important:** The 7-day refund window is a fixed **168-hour (7 x 24 hour) period starting from your plan's activation date**, and it runs regardless of whether your KYC is pending, under review, or delayed. If you delay completing KYC, you may find that some or all of your 7-day window has elapsed by the time your account becomes fully usable.
- We strongly recommend completing any requested KYC verification as soon as possible after activation, so that you can make full use of your 7-day evaluation window if needed.

5. Free Domain Included With Hosting

Some Ceohost hosting plans include a free domain name for the first year as part of the package.

- The free domain itself is **non-refundable**, in line with domain registry rules.
- If you request a refund of your hosting plan **before the 7-day window ends**, the standard price of the domain (as per our domain pricing page) will be **deducted from your refund amount**.
- You will still be allowed to **keep and use the domain** without any issue — only its cost is adjusted out of the refund; the domain itself is not taken back.
- This deduction applies only where a domain was actually issued/registered as part of your order.

6. When the 7-Day Window Starts

The 7-day refund-eligibility window begins from your service's **activation date** and runs for a fixed 168 hours, regardless of payment date (if different), KYC completion status (see Section 4), or how much you have actually used the service in that period.

7. Refund Ticket Validity Rule

If you raise a support ticket requesting a refund **within the 7-day window**, that request is considered **valid and honored** under this Policy, even if our support team's reply, review, or final processing happens after the 7-day window has technically closed.

In other words: what matters is **when you asked**, not how long it took us to respond. You will not lose your refund eligibility merely because a ticket took time to be answered. If your ticket remains open past 7 days, please do not assume the request has expired — it remains valid and will be honored based on its original

submission date.

8. Payment Gateways

Ceohost processes payments through trusted, reputable third-party payment gateways (such as Razorpay) to ensure secure transactions.

- As these are third-party services, any charges levied by the gateway itself (such as the 5% deduction referenced in Section 2) are outside Ceohost's control and are passed on as-is.
- Ceohost reserves the right to change, add, or replace its payment gateway provider(s) at any time, without prior notice, for operational, security, or business reasons.

9. Technical Issue Refund Policy (30 Days)

In addition to the standard 7-day guarantee, Ceohost offers an extended **30-day Technical Issue Refund** under the following specific conditions:

- The technical issue must be on **Ceohost's side** (e.g., a fundamental server/infrastructure problem) and must have been **present from the very start of the service** (i.e., from activation), not an issue that developed midway through normal use.
- Technical issues that arise later during the service term, after a period of normal working service, are **not covered** under this 30-day provision (though they remain covered by our SLA & Uptime Policy where applicable).
- **Mandatory Reporting Requirement:** You must first report the issue to Ceohost by raising a support ticket or emailing support@ceohost.in, clearly describing the problem, **within the 30-day window**. A refund under this section will not be considered for an issue that was never reported to our support team.
- **Fix Attempt Required First:** Upon receiving your report, Ceohost's technical team will make reasonable efforts to diagnose and fix the reported day-one issue. A refund under this section becomes applicable **only if the issue genuinely cannot be resolved** by our team after this attempt — it is not an automatic/instant refund upon simply reporting a problem.
- We work hard to keep such situations rare, and our technical and infrastructure teams actively monitor new activations to catch day-one issues quickly.

10. Service Not Activated

If your purchased service has **not been activated** for any reason, you are eligible for a **100% refund**, with **no time-limit restriction** and without any hassle.

- If your order is shown as **pending** (for example, awaiting KYC, awaiting additional information, or under technical review), our team will contact you to confirm whether you still wish to proceed with activation.
- You will be given reasonable time to respond and share your reasons/requirements before any final decision is made on your pending order.
- Please don't worry — your standard 7-day refund guarantee (Section 2) continues to apply independently and is not affected by a pending-order review.

11. VPS, Cloud & Dedicated Server Refund Policy

VPS, Cloud Hosting, and Dedicated Server plans involve real-time resource provisioning, IP allocation, and (for Dedicated Servers) physical hardware assignment, so their refund terms differ from standard Web Hosting plans:

- **VPS Hosting & Cloud Hosting:** First-time VPS/Cloud purchases are eligible for a refund only if requested within **48 hours** of activation and only if the resources have not been heavily utilized. Once a VPS/Cloud instance has been actively used beyond this window, it is treated as non-refundable, as the underlying compute resources are provisioned and billed to us immediately upon activation.
- **Dedicated Servers:** Dedicated Server plans are **non-refundable** once deployed, as physical hardware is allocated and configured specifically for your order and cannot be resold as new.
- **Managed Services Add-on:** Any "Managed VPS" or "Managed Dedicated" service fee, once setup/configuration work has begun, is non-refundable for the work already completed.
- **Non-Activation Exception:** Regardless of the above, if a VPS, Cloud, or Dedicated Server order is never actually activated/provisioned, Section 10 (100% refund for non-activated services) applies in full.

12. Reseller Hosting Refund Policy

First-time Reseller Hosting plan purchases are eligible for the standard 7-day money-back guarantee described in Section 2 (with the 5% gateway deduction), provided no more than a reasonable number of client cPanel accounts have been created under the reseller account during that period, indicating genuine evaluation rather than resale-then-refund misuse.

13. Non-Refundable Products & Services

The following are non-refundable under all circumstances, regardless of when the request is made:

- Domain name registrations, renewals, and transfers (once processed with the registry)
- SSL Certificates, once issued/installed
- Business Email services (Google Workspace, Titan Email, Microsoft 365, etc.), once activated, as these are third-party-licensed products
- Server/control-panel licenses (cPanel, DirectAdmin, Plesk, Softaculous, etc.), once issued
- Any renewal payment, once the new billing cycle/service term has started (except where covered by Section 9, Technical Issue Refund)
- Payments made via cryptocurrency, where accepted

13.1 Promotional Credit & Wallet Balance

Any promotional credit, referral bonus, or wallet/account balance added to your Ceohost account (whether from an offer, goodwill gesture, or refund issued as credit) is **non-refundable as cash**. Such credit may only be used towards future purchases of Ceohost services and has no cash-out value.

13.2 Coupons, Discount Codes & Cashback

Any discount obtained through a coupon code, promo code, or cashback offer is **not refundable in cash** under any circumstances. If a refund is approved for an order where a coupon/cashback was applied, the

refund will be calculated on the **actual amount paid** by you (i.e., after the discount), not on the plan's original list price.

13.3 Custom Development & Website Design Services

Fees paid for custom website development, design, coding, or similar bespoke professional services are **non-refundable** once work has commenced, in proportion to the work already completed. If cancelled before any work has started, a full refund of the unstarted portion will be issued.

13.4 Free Website Migration – Effect on Your Refund

Ceohost may offer free website migration assistance as a courtesy with certain hosting plans. Ceohost makes reasonable efforts to complete migrations successfully but does not guarantee 100% migration success in every case, as this can depend on the source host, website complexity, or third-party restrictions.

- **If your free migration has already been completed successfully** and you subsequently request a refund on your hosting plan (including within the standard 7-day window), the standard migration service charge (as published on our website) will be **deducted from your refund**, since this professional service has already been delivered to you.
- In practical terms, this means that if you use the free migration service and later cancel, your refund amount will be reduced by the migration cost (in addition to any domain deduction under Section 5) — in some cases this may substantially reduce, or in low-value orders even fully offset, the refundable amount.
- If the migration was **not completed** or was unsuccessful, no migration deduction applies, and your standard hosting refund eligibility (Section 2) is unaffected.

14. GST / Tax Refund Rules

Where GST or any other applicable tax was charged on your original invoice, the tax component will generally be refunded in the same proportion as the principal service amount being refunded, in accordance with applicable Indian tax law and payment gateway capability at the time. Where a payment gateway or tax rule does not permit a specific tax component to be reversed, Ceohost will inform you of the applicable adjustment before finalizing the refund.

15. Foreign Currency & Exchange Rate Differences

For payments made in a currency other than Indian Rupees (INR), any refund will be processed based on the original transaction amount. Ceohost is not responsible for any difference arising from currency exchange rate fluctuations between the date of original payment and the date of refund; such differences, if any, are outside our control and are governed by your bank's/payment gateway's own conversion rates.

16. Fraud Order Refund Policy

Orders identified as fraudulent — including but not limited to orders placed using a stolen or unauthorized payment method, fake billing information, or in violation of applicable law — will be immediately suspended pending investigation. Ceohost reserves the right to withhold any refund on a fraudulent order until the matter is resolved, and to report such orders to the relevant payment gateway, bank, or law-enforcement

authority where required.

17. Refund Refusal for Fake KYC / Identity Fraud

Where a customer is found to have submitted fake, forged, or someone else's identity/KYC documents to open or verify an account, Ceohost reserves the right to immediately suspend the account and to refuse any refund, in addition to reporting the matter to the appropriate authorities as required under applicable law.

18. Refund Not Allowed After Policy Violation

If your account/service is suspended or terminated due to a violation of our Terms of Service, Acceptable Use Policy, or applicable law (for example, resource abuse, prohibited content, spamming, or fraudulent activity), you are **not eligible for any refund** for the remaining/unused portion of your service, even if this occurs within an otherwise-refundable window such as the 7-day guarantee period.

19. Multiple Refund Abuse Policy

Our refund guarantees are intended to let genuine new customers evaluate our services with confidence — not to be used as a repeated trial-and-refund cycle.

- Ceohost monitors for patterns of abuse, such as the same customer (or the same identity/payment method/address) repeatedly purchasing and refunding services, or purchasing in bulk with the intention of refunding most or all of the order.
- Ceohost reserves the right to decline a refund request, at its sole discretion, where such an abuse pattern is reasonably suspected, and may restrict future purchases from the account/identity involved.

20. Affiliate Referral Fraud & Its Effect on Refunds

Ceohost's Affiliate Program (see our Terms of Service, Section 13) rewards affiliates for genuinely referring new paying customers. To keep this system fair for everyone:

- If an affiliate is found to have **knowingly and deliberately** arranged referral orders (for example, referring accounts they themselves control, or coordinating with a referred customer) with the intention of earning commission and then having the referred order cancelled/refunded within the 7-day guarantee window, this is treated as **affiliate fraud**.
- In such confirmed cases, Ceohost will reverse the commission earned on that specific fraudulent referral, and **only the specific affiliate account(s) involved in the fraudulent pattern** will be suspended, pending review.
- **Genuine affiliates need not worry:** this action is limited strictly to accounts where fraud is confirmed. It does not affect any other affiliate's standing, and does not affect a genuine affiliate's ability to request payout of commissions legitimately earned — those remain payable to your bank account/UPI as normal, per our Affiliate Program terms.

21. Refund Refusal for Chargeback Abuse

Where a customer has previously filed a chargeback with their bank/card issuer instead of contacting Ceohost support directly (see Section 27, Chargebacks), or where a chargeback is later found to have been fraudulent or made in bad faith, Ceohost reserves the right to refuse any future refund request from

that customer and to permanently restrict the associated account/identity from future services.

22. Cancellation Terms

You may cancel any Ceohost service at any time through your client portal or by emailing our support team. The following applies to cancellations:

- **Advance Notice:** To avoid being billed for the next cycle, please submit your cancellation request at least 3 days before your service's next renewal/due date.
- **Effect of Cancellation:** Once cancelled, your service will remain active until the end of the current paid billing period (unless you specifically request immediate termination), after which it will not renew.
- **Immediate Termination Request:** If you request immediate termination rather than waiting out the current paid period, any refund for the unused portion will be governed by the specific refund rules in this Policy (see Section 23 for partial refund calculation) and not automatically issued in full.
- **Data After Cancellation:** Once a service is terminated/cancelled and the applicable backup-retention window (see our Terms of Service) has passed, associated data is deleted and cannot be recovered.
- **Domain Add-ons:** Cancelling a hosting plan does not automatically cancel an associated domain registration; domains must be separately managed/cancelled and remain non-refundable as per Section 13.

23. Partial Refund Calculation Method (Monthly / Yearly Plans)

Where a partial/pro-rated refund is applicable under this Policy (for example, under the 30-Day Technical Issue Refund for a longer prepaid term, at Ceohost's discretion in specific cases), the calculation method is as follows:

- **Monthly Plans:** Refunds are calculated based on the number of complete unused days remaining in the current paid month, minus applicable gateway/processing deductions.
- **Yearly / Multi-Year Plans:** Refunds, where applicable outside the standard 7-day guarantee, are calculated on a pro-rated basis using the monthly list price of the plan (not the discounted annual rate) for the period already used, with the balance refunded after deducting the used-period cost, domain cost (if applicable), migration cost (if applicable), and gateway fees.
- Pro-rated refunds outside the 7-day window are offered only in specific cases described in this Policy and are not a standard entitlement for simply changing your mind after the initial guarantee period.

24. Refund to Original Payment Method – Priority

Wherever technically possible, refunds will be processed back to the **original payment method** used for the purchase (the same card, UPI ID, or bank account/gateway wallet). Where the original method does not support a refund (for example, certain wallets, one-way payment methods, or expired cards), Ceohost will process the refund via an alternative method such as direct bank transfer or UPI, using the payout details you provide.

25. Bank & Payment Processing Delays

While Ceohost aims to initiate approved refunds within 7 working days, the actual time for the amount to reflect in your bank account or original payment method can vary depending on your bank or payment

gateway's own processing timelines, and may take **up to 14 working days** in some cases. Ceohost is not responsible for delays occurring on the bank's or payment gateway's end once the refund has been initiated from our side.

26. Gift Cards & Promotional Service Credits (Future Use)

Any gift card, promotional service voucher, or complimentary service period provided by Ceohost (for example, as part of a giveaway, contest, or goodwill gesture) has **no cash value** and is **non-refundable**. Such credits can only be redeemed towards future Ceohost services, are valid only within any stated expiry period, and cannot be transferred, sold, or exchanged for cash.

27. How to Request a Refund

- **Step 1:** Submit a support ticket from your client portal with the subject "Refund Request," including your account/order ID.
- **Step 2:** Provide your bank account holder name, account number, and IFSC code (or other requested payout details) for processing the refund.
- **Step 3:** Submit valid ID proof for verification, if requested, to prevent fraudulent refund claims.
- **Step 4:** Our billing team will review your request and, once approved, process the refund within **7 working days** (see Section 25 for bank-side delays).

28. Refund Processing & Timeline Summary

Once a refund request is approved, Ceohost aims to initiate it within 7 working days to the original payment method used, where supported (see Section 24). Where the original method cannot accept a refund, an alternative payout method will be used instead, using the details you provide. Please allow up to 14 working days total for the amount to reflect, accounting for bank-side processing (Section 25).

29. Chargebacks

We strongly encourage customers to raise a refund request with us directly rather than initiating a chargeback with their bank or card issuer. Chargebacks filed without first contacting Ceohost support may result in suspension of associated services and refusal of future refunds, as detailed in Section 21 of this Policy and Section 14.2 of our Terms of Service.

30. Contact Us

For any refund or billing questions, please reach out to: **billing@ceohost.in** or visit www.ceohost.in/contact.