

Refund and Withdrawal Policy

Version: RWP-2026.1

Effective Date: 10.02.2026

Legal Contact: legal@hub-hosting.com

Jurisdiction: Republic of Ireland / European Union

1. Right of Withdrawal (14-Day Cooling-Off Period)

In accordance with **Directive 2011/83/EU on Consumer Rights**, individual consumers (natural persons acting outside of a business capacity) are entitled to withdraw from a service contract within **fourteen (14) calendar days** from the date of contract conclusion, provided that the service has **not yet been fully performed**.

Where the Client has **explicitly requested immediate activation** of the service and acknowledged the loss of the right of withdrawal, the right to cancel shall no longer apply once the service has been provisioned.

2. Services Excluded from Refunds

The following services are **non-refundable** due to their nature and technical execution:

- **Domain name registrations and renewals**
Once submitted to the domain registry, registrations are final and irreversible.
- **Provisioned Managed VPS services**
Resources are allocated exclusively and cannot be reused or reassigned.
- **Provisioned Managed Cloud Storage services**
Environments are custom-configured and dedicated to the Client.
- **SSL certificates and third-party software licenses**
Issued specifically to the Client and non-transferable.
- **Custom-configured or bespoke services**
Including any service tailored to the Client's technical or operational requirements.

3. Services Eligible for Refund

Refunds may be granted only where all of the following conditions are met:

- The service has **not been activated or provisioned**
- The request is submitted within **14 calendar days** of purchase
- The service does not fall under the exclusions listed in Section 2

Refund requests must be submitted through the client portal or by contacting the designated billing department.

4. Refund Processing

Where a refund is approved:

- The refund will be issued using the **same payment method** originally used
- Processing will occur within **14 business days** of approval
- Refunds apply solely to the service fee and exclude transaction charges, taxes, or currency conversion fees

5. Business Customers (B2B)

For business customers (legal entities and sole traders acting in a commercial capacity):

- The **14-day consumer withdrawal right does not apply**
- Refunds are granted only at the sole discretion of the Provider and on a case-by-case basis

6. Exclusion of Liability

The Provider shall not be held liable for:

- Delays in refunds caused by banking institutions or payment processors
- Loss of data or service interruption resulting from termination or cancellation
- Inability to refund services that are technically or legally non-refundable

7. Refund Requests and Contact

All refund or withdrawal requests must be submitted via the Client Portal or by email to:

billing@hub-hosting.com

Requests must include:

- Order or invoice number
- Name of the service
- Reason for the request (where applicable)
- IBAN, if payment was made via bank transfer
- Full name or legal entity name of the IBAN holder