

Domain name and hosting cancellation policy

Domain name purchases are bespoke orders. As soon as the order has been submitted or the renewal processed the domain name purchase is final and no refunds can be offered under any circumstances. In the event that a customer cancels or downgrades their Services mid-way through the minimum contract period, they will not be entitled to any refund for any remaining amounts and remain liable for any invoices yet to be generated that cover the remainder of the minimum contract period.

Domains are registered for an initial period that you choose when you first register the domain. All domains are set to automatically renew unless you have turned off this setting. Unless you have turned off this setting or your payment method is invalid, your domain will automatically renew and a new minimum contract period will be established. If you wish to cancel your domain name, it is your responsibility to ensure that the automatic renewal feature for that domain name is switched off.

If you wish to cancel future renewals of domains, this must be done through the control panel at the very least 24 hours before the payment date. Cancellations or switching off the auto-renew feature after this point may well still result in domain renewal and a new minimum period. You acknowledge that "payment dates" and "renewal dates" vary. For example the payment date of an invoice for domain renewal is up to 7 days before the date of renewal.

Domain registration may be associated with hosting packages. Domain registration and renewal can be cancelled independently of the hosting packages. In the event that a Domain name registration forms part of a hosting package and the hosting package is cancelled, it is Your sole responsibility to ensure that the domain renewal is not cancelled should you wish to keep the domain.

Distance selling regulations. The Customer acknowledges that all Services are bespoke and created to order for each Customer. If you are buying as a consumer (i.e., not within the course of your business), the Consumer Protection (Distance Selling) Regulations 2000 normally allow you to cancel the contract at any time within fourteen (14) working days, beginning on the day after you received the Acceptance Confirmation. By placing your order for the services, you agree to us starting supply of those Services before the end of the seven working day cancellation period. As such, you will not have the right to cancel the contract under the Consumer Protection (Distance Selling) Regulations 2000.

Hosting packages (with the exception of software) purchased by consumers (i.e. not within the course of your business) associated with domains are covered by the Consumer Protection (Distance Selling) Regulations 2000. These may be cancelled at any time within the fourteen (14) working day cancellation period after submitting the order and a pro-rata refund given. Software used for part of a month would be billed in full for the month. Cancellation notification must be made through the control panel and are not confirmed until you have received the confirmation email.

Hosting accounts are automatically switched off at the end of a contract. Customers acknowledge that it is their responsibility to ensure that all data is removed from the account prior to the end of the contract as at the end of the contract and all data including but not limited to historical emails, database content and website content stored on the systems will be lost. Customers will no longer have any POP, IMAP, SMTP, Webmail or other access to the account. CyberHive is not responsible for any data which remains on our systems after the expiry of a contract.

All software that is used for any period, howsoever short during a calendar month will be billed for the entire month. No refunds will be given for any part month of software usage. SSL Certificates and other 'add-on' services will have their own minimum period and recurring minimum periods. If a service is cancelled during the minimum period or renewal period, no refunds will be due for unused time during these periods.

CyberHive may cancel a customer's account if it is found to be in breach of the terms and conditions. No refunds will be due in these circumstances. Termination of a contract is without prejudice to all rights and responsibilities of either party incurred prior to the termination of the contract.

Prices are liable to change at any time. Price changes that occur during a minimum contract period will only become effective at the end of that contract period. We will notify you at least 30 days before the price increase comes into effect. If you do not accept the price increase, you must cancel your service(s) prior to their implementation. If you do not cancel the service(s) you are deemed to have accepted the new prices.