

CHAPTER22 HOSTING

REFUND & CANCELLATION POLICY

Effective Date: August 20, 2026

Version: 1.0

This Refund & Cancellation Policy ("Policy") governs refunds, cancellations, renewals, credits, and related billing matters for Services provided by **Chapter22Hosting LLC**, a California limited liability company doing business as **Chapter22 Hosting** ("Chapter22," "Chapter22 Hosting," "Company," "we," "us," or "our").

This Policy forms part of the Chapter22 Hosting **Terms of Service ("TOS")**.

By purchasing or using a Chapter22 Service, you agree to this Policy and any product-specific refund terms disclosed during checkout.

1. OUR REFUND POLICY AT A GLANCE

Chapter22 offers different refund periods depending upon the type of Service purchased.

Game Servers

Eligible for a refund request within **48 hours of initial provisioning**.

Web Hosting

Eligible for a refund request within **48 hours of initial provisioning**.

Larger Services

Eligible for a refund request within **24 hours of initial provisioning**, subject to a **20% provisioning/restocking fee**.

Setup Fees

Nonrefundable once setup or provisioning work has begun.

Domains

Nonrefundable once registered, renewed, or transferred.

Software and Third-Party Licenses

Nonrefundable once ordered, assigned, activated, or provisioned.

Specific promotional offers may provide different refund terms when those terms are clearly disclosed before purchase.

Nothing in this Policy limits a consumer right that cannot legally be waived.

2. STANDARD GAME SERVER REFUND PERIOD

New eligible Chapter22 game-server Services include a **48-hour refund period**.

The 48-hour period begins when the Service is first provisioned and made available to the Customer.

A Customer requesting cancellation of an eligible game server within the first 48 hours may receive a refund of the eligible Service charge, subject to the exclusions contained in this Policy.

The standard 48-hour guarantee applies only to the **initial purchase** of the Service unless Chapter22 expressly states otherwise.

It does not restart because of:

- Renewal;
 - Reinstallation;
 - Server reset;
 - Operating-system reinstall;
 - Game change;
 - Location migration;
 - Billing-cycle change;
 - Account transfer; or
 - Replacement of an existing Service.
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3. STANDARD WEB HOSTING REFUND PERIOD

New eligible Chapter22 web-hosting Services include a **48-hour refund period**.

The 48-hour period begins when the web-hosting account is provisioned and made available to the Customer.

A Customer requesting cancellation within this period may receive a refund of the eligible web-hosting Service charge.

Domain registration fees, licenses, setup fees, premium add-ons, and other excluded costs remain nonrefundable even when the underlying web-hosting Service qualifies for a refund.

4. LARGER SERVICES

Certain higher-cost or resource-intensive products are classified as **Larger Services**.

Examples may include:

- Dedicated servers;
- Bare-metal servers;
- High-resource virtual servers;
- High-capacity hosting products;
- Specialized infrastructure;
- Custom-provisioned servers;
- Enterprise-class hosting;
- High-bandwidth infrastructure;
- Custom hardware configurations; and
- Other Services expressly identified as a Larger Service during checkout.

A product will not be treated as a Larger Service solely because Chapter22 later decides that the order was expensive.

The applicable refund classification should be disclosed to the Customer before purchase.

5. LARGER SERVICE REFUND PERIOD

Eligible Larger Services have a **24-hour refund period** beginning when the Service is first provisioned and made available to the Customer.

Approved refunds for Larger Services are subject to a **20% provisioning/restocking fee**.

Accordingly, the maximum standard refund on an otherwise fully eligible Larger Service is generally **80% of the refundable Service charge**.

Example

If an eligible Larger Service costs **\$200** and the Customer receives an approved refund within the first 24 hours:

- Original eligible Service charge: \$200
- 20% provisioning/restocking fee: \$40
- Refund: \$160

Nonrefundable setup fees, licenses, domains, usage charges, or other excluded items would be deducted separately.

6. WHY LARGER SERVICES HAVE A PROVISIONING/RESTOCKING FEE

Larger Services may cause Chapter22 to incur immediate costs associated with:

- Hardware reservation;
- Infrastructure allocation;
- Datacenter resources;
- Network resources;
- IP allocation;
- Deployment;
- Technician time;
- Provider charges;
- System imaging;
- Configuration; or
- Releasing infrastructure back into available inventory.

The 20% provisioning/restocking fee is intended to account for these costs.

The fee will not be charged where prohibited by applicable law.

7. SETUP FEES

Setup fees are nonrefundable once the applicable setup or provisioning work has begun.

This includes fees associated with:

- Custom installation;
- Server deployment;
- Data migration;
- Software configuration;
- Specialized networking;
- Hardware configuration;
- Custom game-server setup;
- Managed setup work; or
- Other labor or provisioning services.

If Chapter22 has not begun the paid setup work and the associated Service is otherwise eligible for cancellation, management may approve a refund of the setup fee.

Chapter22 is not obligated to refund work that has already been performed.

8. DOMAIN NAMES

Fees associated with domain names are generally **nonrefundable** once the applicable domain transaction has been submitted or completed.

This includes:

- New domain registrations;
- Domain renewals;
- Domain transfers;
- Redemption fees;
- Premium-domain charges; and
- Registry fees.

Domain registrations create costs with independent registries and registrars that may not be recoverable by Chapter22.

A refund of an eligible web-hosting plan does not automatically include a refund for an associated domain.

9. SOFTWARE AND LICENSES

Third-party software and license fees are generally **nonrefundable** once ordered, issued, activated, assigned, or provisioned.

Examples may include:

- Control-panel licenses;
- Game licenses;
- Operating-system licenses;
- Security-software licenses;
- Premium plugins;
- Commercial software;
- Third-party applications; and
- Other externally licensed products.

If a license has not yet been purchased, generated, assigned, or activated, Chapter22 management may approve cancellation at its discretion.

10. OTHER NONREFUNDABLE ITEMS

Unless Chapter22 expressly states otherwise, the following are nonrefundable once incurred, consumed, or provisioned:

- Setup fees;
- Domain charges;
- License charges;
- Custom development;
- Professional services already performed;
- Data-recovery work;
- Migration work already completed;
- Additional IP-address charges already incurred;
- Usage-based charges;
- Bandwidth overages;
- Metered resource usage;

- One-time administrative work requested by the Customer;
 - Third-party purchases made specifically for the Customer;
 - Custom hardware or infrastructure costs that cannot reasonably be recovered; and
 - Other charges expressly identified as nonrefundable before purchase.
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11. PROMOTIONAL REFUND OFFERS

Chapter22 may offer promotions with refund terms different from this standard Policy.

A promotional offer may provide:

- A longer refund period;
- A shorter refund period;
- A different refund percentage;
- A free trial;
- A satisfaction guarantee;
- A nonrefundable promotional price; or
- Other special refund conditions.

When a promotional refund term is clearly disclosed during checkout and accepted by the Customer, the promotional term controls for that purchase.

For example, a Service purchased through a promotion expressly offering a **7-day money-back guarantee** would use that promotional refund period rather than the ordinary 48-hour period.

12. RENEWALS

The standard 24-hour and 48-hour refund periods apply to the **initial provisioning of a new Service**.

They do not ordinarily apply to automatic renewals.

Customers are responsible for canceling a recurring Service before its next renewal date if they do not wish to renew.

Chapter22 will provide renewal disclosures and reminders where required by applicable law.

Chapter22 management may review an accidental renewal request on a case-by-case basis, but this Policy does not guarantee refunds for properly processed renewal charges unless required by law.

13. CANCELLING A SERVICE

Customers may cancel an eligible recurring Service through the Chapter22 customer Account or another cancellation method provided by Chapter22.

For Services purchased online, Chapter22 will provide online cancellation in accordance with applicable law.

A normal cancellation:

Stops the next automatic renewal but does not immediately terminate the current paid Service.

Unless the Customer is requesting an eligible refund or immediate termination for another approved reason, the Service remains active until the end of the current paid Billing Period.

14. END-OF-TERM CANCELLATION

When a Customer cancels a Service without requesting immediate termination:

1. Automatic renewal is disabled;
2. The Service remains available for the remainder of the paid term;
3. No additional standard renewal charge will be made after the cancellation becomes effective;
4. The Service terminates at the end of the current Billing Period; and
5. Customer Content becomes subject to Chapter22's data-retention and deletion procedures.

Cancellation does not ordinarily generate a prorated refund for unused days remaining in the current Billing Period.

15. REFUND CANCELLATION

If a Customer requests and receives a refund under the 24-hour or 48-hour guarantee, Chapter22 may terminate the refunded Service once the refund request is approved.

A Customer should therefore back up any information they wish to retain **before requesting a refund**.

Chapter22 is not obligated to continue providing a Service after refunding the charge for that Service.

16. CUSTOMER DATA AFTER CANCELLATION

Following normal termination of a canceled Service, Chapter22 may retain Customer Content for **up to seven days where technically practical**.

This is only a potential recovery period.

Recovery is not guaranteed.

Customers should maintain their own backups and retrieve required information before the Service terminates.

After termination, Chapter22 may:

- Delete Customer Content;
- Release storage;
- Reassign IP addresses;
- Remove server configurations;
- Remove databases; and
- Return allocated infrastructure to available inventory.

After the applicable retention period, Customer Content may be permanently and irreversibly deleted.

17. IMMEDIATE TERMINATION REQUESTS

A Customer may ask Chapter22 to terminate a Service before the end of its paid term.

Unless an applicable refund applies, voluntary immediate termination does not ordinarily create a right to a prorated refund.

Where technically available, Chapter22 may require confirmation before permanently deleting an active Service.

Immediate termination may result in irreversible data loss.

18. FAILED PAYMENTS

Chapter22 uses the following standard overdue-payment schedule unless different terms apply to a specific product:

Day 0

Payment becomes due.

Day 1

Chapter22 may send a past-due reminder.

Day 3

The unpaid Service becomes eligible for suspension.

Day 10

The unpaid Service becomes eligible for termination and permanent data deletion.

Additional reminders or payment attempts may occur but are not guaranteed.

19. SERVICE SUSPENSION FOR NONPAYMENT

A suspended Service may be inaccessible until valid payment is received.

Payment after suspension does not guarantee restoration if Customer Content has already been deleted or infrastructure has been released.

A suspension for nonpayment does not qualify for an SLA Service Credit.

20. REFUNDS AFTER TERMINATION FOR POLICY VIOLATIONS

Accounts or Services terminated because of serious violations of the Terms of Service or Acceptable Use Policy may be **ineligible for refund** to the maximum extent permitted by law.

Examples include termination resulting from:

- Fraud;
- Malware;
- Phishing;
- Malicious network attacks;
- DDoS activity;
- Illegal activity;
- Intentional infrastructure abuse;
- Payment fraud;
- Serious security violations; or
- Repeated material policy violations.

Chapter22 will not use this provision to avoid a legitimate refund solely because a Customer submits a valid refund request.

21. CHARGEBACKS

A Customer should contact Chapter22 regarding a billing dispute before initiating a chargeback whenever reasonably possible.

A chargeback does not constitute a normal cancellation request.

Chapter22 may suspend Services associated with a disputed transaction while the payment dispute is investigated.

A fraudulent or abusive chargeback may result in Account termination.

Chapter22 does not impose an arbitrary punitive chargeback fee under this Policy.

Nothing in this provision limits legally protected chargeback rights.

22. DUPLICATE PAYMENTS

If Chapter22 or its payment processor accidentally charges a Customer twice for the same transaction, the duplicate charge is eligible for correction or refund.

A duplicate-payment refund is not subject to the standard 24-hour or 48-hour refund period.

Customers should report suspected duplicate payments as soon as reasonably possible.

23. BILLING ERRORS

Customers should notify Chapter22 when they believe an invoice or charge is incorrect.

Chapter22 will review legitimate billing-error reports and correct verified errors.

The ordinary refund window does not prevent Chapter22 from correcting a genuine billing error discovered later.

24. SERVICE NOT DELIVERED

If Chapter22 accepts payment but is unable to provide the purchased Service, Chapter22 may:

- Attempt to provide an equivalent Service;
- Offer an alternative location or configuration;
- Issue Account credit with the Customer's agreement; or
- Refund the applicable undelivered Service charge.

Chapter22 will not retain payment for a Service it permanently cannot provide unless another resolution has been accepted by the Customer.

25. CHAPTER22-CANCELLED SERVICES

If Chapter22 permanently discontinues an active prepaid Service for business or operational reasons unrelated to Customer misconduct, Chapter22 may provide:

- Migration to an equivalent Service;
- A prorated refund;
- Account credit; or
- Another reasonable remedy.

If Chapter22 terminates a Service solely for its own business reasons and cannot provide the remaining prepaid Service, the Customer will not simply forfeit the unused prepaid value.

26. SERVICE LEVEL AGREEMENT CREDITS

SLA credits are separate from refunds under this Policy.

For eligible Services subject to the Chapter22 99.9% SLA:

- 99.0% to less than 99.9% qualifying availability: **10% Service Credit**
- 95.0% to less than 99.0% qualifying availability: **25% Service Credit**
- Less than 95.0% qualifying availability: **50% Service Credit**

SLA credits remain subject to the Chapter22 Terms of Service.

An SLA credit does not automatically constitute a cash refund.

A Customer may not receive duplicate compensation for the same event where doing so would exceed the amount actually paid for the affected Service.

27. REFUND ABUSE

Chapter22's refund guarantees exist so new Customers can reasonably evaluate eligible Services.

They are not intended to provide repeated periods of free hosting.

Chapter22 may deny use of a discretionary refund guarantee where there is reasonable evidence of abuse, including:

- Repeatedly purchasing and refunding substantially similar Services;
- Creating multiple Accounts to repeatedly obtain refund periods;
- Purchasing Services for short one-time events with the intention of immediately refunding them;
- Using false information to evade a prior refund limitation;
- Repeatedly consuming substantial resources and then requesting refunds; or
- Other conduct primarily intended to exploit the refund program.

This section does not permit Chapter22 to deny a refund that is independently required by applicable law.

28. PROMOTIONAL CREDITS AND ACCOUNT CREDITS

Unless expressly stated otherwise:

- Promotional credits have no cash value;
- Free credits are nonrefundable;
- Bonus credit is nonrefundable;
- Referral credit is nonrefundable;
- Account credit cannot ordinarily be withdrawn as cash; and
- Refunding a purchase may result in reversal of promotional credit associated with that purchase.

Paid Account balances will be handled according to the terms under which they were purchased and applicable law.

29. COUPONS AND DISCOUNTS

Refunds are based upon the amount actually paid by the Customer rather than the undiscounted retail value of the Service.

For example, if a \$20 Service was purchased for \$15 after a coupon, the maximum refundable Service amount is generally based upon the **\$15 actually paid**.

Refunds do not convert expired coupons into cash or reusable credit unless Chapter22 expressly agrees otherwise.

30. REFUND METHOD

Approved refunds will normally be returned to the **original payment method** where technically possible.

Chapter22 may use an alternate lawful refund method if:

- The original payment method cannot accept the refund;
 - The payment processor no longer supports the transaction;
 - The Customer and Chapter22 agree to Account credit; or
 - Another method is required by applicable law.
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31. REFUND PROCESSING

Chapter22 will initiate approved refunds within a reasonable period after approval.

After Chapter22 submits a refund, the time required for the money to appear is controlled partly by:

- The Customer's bank;
- Card issuer;
- Payment processor; or
- Financial institution.

Chapter22 cannot guarantee a financial institution's posting time.

32. TAXES

Where a transaction is refunded, applicable taxes collected on the refundable portion will be handled according to applicable tax law and payment-processing requirements.

Nonrefundable charges may continue to include associated taxes where required.

33. MANAGEMENT DISCRETION

Chapter22 management may approve refunds outside the standard refund windows where management determines that doing so is appropriate.

Factors may include:

- Extended infrastructure failure;
- Serious provisioning problems;
- Incorrect product provisioning;
- Extraordinary circumstances;
- Customer history;
- Service usability;
- Chapter22 error; or
- Other reasonable business considerations.

A discretionary refund granted in one situation does not create an entitlement to the same exception for other Customers or future transactions.

Management discretion may expand a Customer's refund eligibility but may not eliminate rights guaranteed by applicable law.

34. INTERNATIONAL CUSTOMERS

Chapter22 provides Services worldwide.

Certain countries or regions provide consumers with mandatory cancellation, refund, cooling-off, withdrawal, or digital-service rights.

Where a mandatory consumer law provides rights greater than those described in this Policy, Chapter22 will comply with the applicable nonwaivable legal requirement.

The 24-hour and 48-hour refund periods described here are Chapter22's **contractual guarantees** and are not intended to replace statutory rights that Chapter22 cannot legally restrict.

35. IMMEDIATE SERVICE PROVISIONING

Most Chapter22 hosting products are provisioned shortly after purchase.

Where applicable law requires a Customer to expressly request immediate performance of a Service during a statutory withdrawal period, Chapter22 may present the required acknowledgment during checkout.

Where applicable, Chapter22 may also disclose the legal consequences of requesting immediate provision of the Service.

36. AUTOMATIC RENEWAL AND CANCELLATION

Chapter22 recurring Services automatically renew until canceled unless expressly sold as nonrecurring.

Chapter22 will:

- Clearly disclose recurring billing terms;
- Obtain required affirmative consent;
- Provide legally required renewal notices;
- Provide applicable price-change notices;
- Provide required annual reminders; and
- Provide a straightforward method of cancellation.

Customers purchasing Services online will be able to cancel recurring Services online.

37. CANCELLATION CONFIRMATION

After a successful cancellation request, Chapter22 should provide confirmation through the Account interface, email, or another reasonable method.

Customers should retain cancellation confirmation for their records.

If a Customer believes cancellation was submitted but the Account continues to show the Service as renewing, the Customer should contact Chapter22 support promptly.

38. REFUND REQUESTS

Refund requests should be submitted through the authorized Chapter22 billing/support system.

The Customer should identify:

- The affected Service;
- The relevant invoice or transaction;
- The reason for the request; and
- Any information reasonably necessary to investigate the request.

Chapter22 may verify Account ownership before processing a refund.

39. CONTACT

Questions concerning refunds, billing, or cancellations may be directed to:

Chapter22Hosting LLC

Doing Business As: **Chapter22 Hosting**

California, United States

Website: chapter22hosting.com

Billing Support: [BILLING EMAIL ADDRESS]

Legal: [LEGAL EMAIL ADDRESS]

Mailing Address: [BUSINESS MAILING ADDRESS]

Customers may also use the Chapter22 customer support portal.

40. SUMMARY

Unless different terms are clearly disclosed at checkout:

Game Servers

48-hour refund period.

Web Hosting

48-hour refund period.

Larger Services

24-hour refund period with a 20% provisioning/restocking fee.

Setup Fees

Nonrefundable once work begins.

Domains

Nonrefundable once registered, renewed, or transferred.

Licenses

Nonrefundable once ordered, activated, assigned, or provisioned.

Normal Cancellation

Service remains active through the end of the already-paid Billing Period.

Server Data

May be retained for up to seven days following termination where technically practical; recovery is not guaranteed.

Renewals

Standard new-Service refund guarantees do not restart upon renewal.

Promotions

Specific promotional refund terms disclosed at checkout may replace the standard refund period.

Serious Policy Violations

May result in termination without refund to the maximum extent permitted by law.

Mandatory Consumer Rights

Remain unaffected where they cannot legally be waived.

Chapter22Hosting LLC

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