

Payment policy

Peters Web will send an email to the email address we have on file for the client 14 days before an invoice is due, if the invoice remains unpaid after the due date the account in question will be suspended. In regards to resellers this also includes any sub accounts we hold, **data is still held on server but is NOT backed up nightly**. If after 14 days payment is still not received for stated invoice **all website data is wiped** from our server. In the event of this occurring Peters Web can not retrieve any of the data that has been deleted. In relation to the reseller data this deletion will also include any sub account we currently hold here at Peters Web . Any **domain** is not secure until payment has been received by Peters Web ltd from a prospective client, up until this point the client holds no claimant rights over the aforementioned domain.

Peters Web Refund Policy

Peters Web understands that not everything works out at times, and for those unfortunate instances its always a good idea to have a backup plan. Here at Peters Web we offer a 30 day 'no questions asked' refund subject to the following terms and conditions: -

- In the case of a renewed service a refund is only applicable on the first invoice amount.
- A refund can only be awarded on an initial purchase, for example if you have purchased a startup package then go on to purchase another startup package you will only be eligible for a refund on the original purchase (if in first 30 days).
- Only one refund allowed per household.
- if you have paid a second invoice no refund given.

A degree of discrepancy will be used when dealing with refunds - if it is obvious that the client has tried to use PW in a fraudulent or untrustworthy manner no refund would be awarded. Also if the client was to breach terms WH1.6 and/or WH1.7 no refund would be awarded.

Domain Policy - Domains are registered by a third party, we regularly review prices to ensure we are getting the best deals. Once a domain has been registered there is no opportunity for refund beyond this point. This includes issues such as typos in the registration of the new domain, and if the client decides against the new domain once it has been purchased. **Add On Products** - For any add on products that are purchased via Peters Web a refund will be potentially awarded on a 'case by case' basis. This is subject to Peters Web gaining a refund from the supplier of the product.