

# MONEY BACK GUARANTEE

This document sets forth the Terms of our Money Back Guarantee for the products and services, owned and offered by Jake Paternoster ABN: 1267 2425 451 hereby referred to as JCPIT Support.

The last update of this Agreement was posted on 6 November 2014.

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## 1. Definitions

1.1. The terms **us**, **we** or **our** refers to JCPIT Support, the owner of the websites and service provider.

1.2. A **Visitor** is someone who merely browses our Websites, but has not registered as a Member.

1.3. A **Customer** is an individual that has registered for a JCPIT Portal Account to use our Products or Services.

1.4. **JCPIT Portal Account** is our online billing, support and management system for our Customers found at [www.jcpit.com.au](http://www.jcpit.com.au)

1.5. **Products and Services** represents the collective functionality and features as offered through our Websites to our Customers.

## 2. Terms

2.1. If you are not completely satisfied with a new product or service offered by JCPIT Support within the first fourteen (14) days of the invoice date, you will be given a full refund of the invoice amount.

2.2. Customers may cancel a product, service or JCPIT Portal Account at any time.

2.3. All cancellation requests will be effective within 1-2 business days of request and are not reversible.

## 3. Free Domains

3.1. Fees which were initially paid by JCPIT Support for the domain name offered for free to a customer with a hosting or marketing package are not refundable and will be deducted from the total amount refund to a customer. Such fees for the domain name registration are in line with our current [domain pricings](#).

3.2. If a customer's initial payment is smaller than the domain price, then a refund is not available.

3.3. Free domain names will be deleted from the registrar upon cancellation / refund.

## **4. Restrictions**

4.1. Our fourteen (14) day Money Back Guarantee offer is applicable to payments made by credit card, PayPal or bank transfer only. Other forms of payment are non-refundable.

4.2. This policy does not include any fees associated with a product, service or account and is not applicable to any renewals.

4.3. Accounts suspended, cancelled, or terminated for violating any [JCPIT Agreements or Policies](#) do not qualify for a refund.

4.4. Dedicated and fully dedicated server payments are non-refundable.

4.5. Money Back Guarantee refund requests must be submitted through your [JCPIT Portal Account](#) within the fourteen (14) day of sign up to qualify. Cancellations outside our fourteen (14) day Money Back Guarantee are not eligible for a refund or proration.