

PAYMENT POLICY

This following document sets forth the Payment Policy for Jake Paternoster ABN: 1267 2425 451 hereby referred to as JCPIT Support.

JCPIT Support is committed to providing you with the best possible customer service experience.

The last update to this policy was posted on 6 November 2014.

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

1.3. **JCPIT Portal Account** is our on-line billing, support and management system for our Customers found at www.jcpit.com.au

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

1.5. A **Subscription** is a recurring service (monthly, or yearly) that has been ordered through a Customers JCPIT Portal Account. These services include Hosting, SSL Certificated, Domain Names, Dedicated IP, Add-ons, Management Services ect.

2. Billing

2.1. Customers agree to submit or supply payment for Products and Services in advance, on the billing date set by JCPIT Support.

2.2. Subscriptions will be billed on a recurring basis unless cancelled.

2.3. JCPIT Support requires at least 7 days notice before the next renewal date, if you wish to cancel recurring payments for any product or service.

3. Payment Methods

3.1. We accept on-line payments by Bank Transfer, Visa, MasterCard and PayPal. Payments can also be made by the other methods listed on your invoice.

3.2. When making an on-line payment you enter your credit card details on a secure page. This information is transmitted in encrypted form directly to our bank or PayPal through a payment gateway using a 128 bit secure sockets layer.

3.3. We do not store or manually process any credit card details.

3.4. All payments must be made in Australian Dollars.

4. Fraudulent Payments

4.1. If payment on a customer's JCPIT Portal Account is flagged as fraudulent, JCPIT Support reserves the right to suspend any products or services on that account until the issue with the payment has been resolved.

4.2. If a customer refuses to solve issues in regards to payments flagged as fraudulent JCPIT Support reserves the right to terminate their account along with any associated products and services without any refund for security reasons.

5. Late Payments

5.1. If payment for an invoice has not been received by the due date, any associated products or services will be suspended.

5.2. If payment for an invoice has not been received 14 days after the due date, any associated products or services will be terminated. This action cannot be reversed.

5.3. Customers will be notified about any invoices, overdue payments, suspended or terminated products and services with any action to be taken to the primary e-mail address of their JCPIT Portal Account.

5.4. Any invoices 7 days past the due date will incur a 10% administration fee unless prior arrangement is made in writing.

6. Delivery

6.1. Once payment has been received for an Invoice:

6.1.1. – **Digital Services** (Hosting, SSL Certificated, Addons) will be available in your JCPIT Portal Account under [Products/Services](#). These Products/Services are instantly available for use but may require additional services to be active before they are visible to the Web EG:Domain Name.

6.1.2. – **Domain Services** (Domains, Name Servers) will be available in your JCPIT Portal Account under [Domains](#). These Products/Services are instantly available for use but may require propagation before they are visible to the Web which can take up to 48 hours.

6.1.3. – **Projects** (WebSite Design, Graphics, Marketing, Photography) will be made available in your JCPIT Portal Account within 48 hours under [My Projects](#). Due dates and Milestones are individual for each Project and will be listed on this Project Overview page.

6.2. If a Payment has been made and your Digital Services, Domain Services or Projects are not available in your JCPIT Portal Account after the time stated above, please do not hesitate to contact us. Some services may encounter issues beyond our control which require manual approval or additional information to be confirmed.

7. Cancellations and Refunds

7.1. We do not offer refunds outside of our [14 day Money Back Guarantee](#). It is possible for us to refund a credit card or PayPal payment through the payment gateway within a period of 14 days from the transaction date. A later refund cannot be made.

8. Printing an Invoice

8.1. When you have submitted your on-line payment, you can view a receipt of your payment by viewing the original Invoice.

8.2. Viewing an Invoice can be done by logging in to your JCPIT Portal Account, clicking on Billing and selecting [My Invoices](#). Our invoices include all payment transactions. The status of the invoice will also be marked as Paid.