

Refund & Cancellation Policy

ALTIUS HOST LLC | Last Updated: October 9, 2026

1. Introduction

At ALTIUS HOST LLC, we stand behind the quality of our high-performance infrastructure. We cater to high-end enterprise needs and offer a transparent refund policy to ensure mutual trust and satisfaction.

2. 30-Day Money-Back Guarantee

We offer a 30-day money-back guarantee on our recurring hosting plans. If you are not completely satisfied within the first 30 calendar days of your initial purchase, you may request a refund of the hosting fees, subject to the deductions outlined below. The guarantee applies in the same way to every billing cycle we offer — monthly, annual, and two-year — and covers the full amount paid for the initial term of a covered plan, less the deductions in Section 4.

Covered by the guarantee:

- WP Hosting — WP Professional, WP Business, WP Sovereign
- Business Hosting — Business S, Business M, Business L
- Managed Infrastructure — Managed Node M, Managed Node L

Not covered by the guarantee:

- Managed Security services — Edge Defense, Account Hardening, Sovereign Security Suite
- Growth & Brand Services — Proactive Web Maintenance & SEO, Enterprise Growth Operations, Corporate Brand Identity
- Domain name registrations, transfers, renewals, and redemptions
- Any one-time or bespoke professional service once work has commenced

Security services included in a hosting plan. Where a Managed Security service is included in a hosting plan at no separate charge — for example Edge Defense included with WP Sovereign, or Sovereign Security Suite included with Managed Node M or Managed Node L — it forms part of that plan, is not separately priced, and is refunded together with the plan under this guarantee. The exclusion above applies to Managed Security services that are separately priced, whether purchased as standalone recurring services or added to a hosting plan as a separately priced add-on, such as Account Hardening.

This commercial guarantee is offered voluntarily and in addition to — not in place of — any statutory rights you may hold. Where a statutory right provides a more favourable outcome than this guarantee, the statutory right prevails.

3. Statutory Consumer Withdrawal and Cancellation Rights

Consumer protection law in many countries grants purchasers a statutory right to cancel or withdraw from a distance contract within a set period. Where such a right applies to you under the law of your country of residence, it applies **in addition to** the commercial guarantee above, and nothing in this policy limits or replaces it.

European Economic Area and United Kingdom. Consumers resident in an EEA member state or the United Kingdom have a statutory right to withdraw from a distance contract within **fourteen (14) days** without giving any reason, under Articles 9 to 15 of Directive 2011/83/EU (the Consumer Rights Directive), the equivalent provisions transposed into EEA national law, and the corresponding UK legislation.

Immediate commencement of service. Our hosting services are supplied as service contracts and are provisioned immediately upon successful payment, except Managed Node plans, which our engineers provision within one business day of payment. In accordance with **Article 16(a)** of Directive 2011/83/EU, you are asked at checkout to expressly request that performance begin immediately and to acknowledge that you will lose your right of withdrawal once the service has been **fully performed**.

Please note that a recurring hosting subscription is generally **not** fully performed within the withdrawal period. Where you withdraw during that period, the right of withdrawal therefore remains available to you, and Article 14(3) of the Directive applies as set out below.

What this means in practice:

- If you withdraw within the 14-day period after having requested immediate commencement, you are entitled — in accordance with **Article 14(3)** of Directive 2011/83/EU — to a refund of the amount paid, less a proportionate amount corresponding to the service actually supplied up to the point at which you communicated your withdrawal. That proportionate amount is calculated on the basis of the total contract price for the billing period concerned.
- The deductions described in Section 4 below do **not** apply to a valid statutory withdrawal, with the exception of domain name registrations, which are separate contracts fully performed at the moment of registration and are therefore excluded from the right of withdrawal.
- Refunds under a statutory withdrawal are issued within fourteen (14) days of our receipt of your withdrawal notice, using the same payment method used for the original transaction.

How to withdraw. Send an unambiguous statement of withdrawal through the client portal or by email to **billing@altius.host**. You may use the model withdrawal form set out in **Annex I(B)** of Directive 2011/83/EU, but this is not obligatory.

Business clients. Statutory withdrawal rights of this kind apply to consumers only. Clients purchasing in the course of a trade, business, craft, or profession — including those supplying a tax identification number at checkout — are covered by the commercial 30-day guarantee in Section 2 and the terms in Section 4, not by this section.

Other jurisdictions. Where the law of your country grants a cancellation, cooling-off, or refund right that differs from those described above, that right applies to you on its own terms, and we will honour it. If you believe a statutory right applies to your purchase, contact us at **billing@altius.host** and we will assess the request under the applicable law rather than under this policy alone.

4. Deductions and Non-Refundable Fees (Commercial Guarantee)

The following applies to refunds granted under the voluntary 30-day guarantee in Section 2. To maintain our pricing structures and cover hard costs, the following fees are explicitly non-refundable:

- **Payment Processor Fees:** Transaction processing fees retained by our third-party payment gateways are non-refundable. These fees are absorbed by the gateway at the time of the transaction and will be deducted from your total approved refund amount.
- **Domain Names:** Domain name registrations, transfers, renewals, and redemptions are strictly non-refundable. Once a domain name is registered, it becomes your property for the duration of the registration period. If you cancel a hosting service that included a "free" domain within the 30-day window, the standard retail cost of the domain name will be deducted from your total refund amount. Redemption fees (USD 100.00 per domain) are set by the registry and are never refundable.
- **Service Renewals:** Payments made for the renewal of existing services are non-refundable. The 30-day guarantee applies solely to new, initial account activations.

5. Currency and Exchange Rates

All services are priced and charged in **United States Dollars (USD)**, and refunds are issued in USD to the original payment method. Where VAT was charged on the original transaction, any refund is calculated on the VAT-inclusive amount and the VAT element is refunded proportionately. Where your card issuer or bank applied a currency conversion at the time of purchase, the amount you receive in your local currency may differ from the amount originally debited, due to exchange rate movement between the two dates. We have no control over, and accept no liability for, such differences or for any conversion fees applied by your payment provider.

6. Fraudulent and Abusive Orders

Orders identified as fraudulent, placed using a payment instrument without authorisation, or placed in circumvention of a prior termination are cancelled without refund. Where funds have been received in connection with such an order, they are returned to the lawful owner of the payment instrument rather than to the account holder.

Repeated use of the money-back guarantee across multiple successive accounts constitutes abuse of the guarantee and disqualifies further requests.

7. How to Request a Refund

Submit a refund request through the billing section of the client portal, or by email to **billing@altius.host**, stating your account details and the service concerned. We aim to review all requests within **five (5) business days** and to issue approved refunds within **ten (10) business days** of approval, to the original payment method.

8. Voiding of the Commercial Guarantee (AUP Violations)

The voluntary 30-day money-back guarantee is immediately and permanently voided if your account is suspended or terminated due to a violation of our Acceptable Use Policy (Terms of Service). Clients who utilize our infrastructure for spam, malware, crypto-mining, or illegal content forfeit their right to any refund under Section 2.

This section does not affect any mandatory statutory rights held by consumers under applicable law.

9. Chargebacks and Payment Disputes

If you have a concern about a charge, please contact us first at **billing@altius.host** so that we can resolve it quickly — the overwhelming majority of billing concerns are resolved within one business day.

Where a chargeback or payment dispute is opened, we may suspend the affected services while the dispute is pending, and we reserve the right to respond to it using our billing records and logs. Nothing in this section affects any right you have under applicable law, or under the rules of your card issuer or payment provider, to dispute a charge.

10. Contact

ALTIUS HOST LLC

8206 Louisiana Blvd NE, Ste A #9372

Albuquerque, NM 87113, United States

Billing and refund enquiries: **billing@altius.host**, through the [client portal](#), or via our [contact form](#)

Telephone: +1 (505) 460-3006

For your administrative records, you may download an official copy of the ALTIUS HOST LLC Refund Policy.