

Guarantees & Return Policy

Returns & Service Guarantees Policy.

Payment Policies

Our services are sold on a pre-paid basis at the agreed upon rate at the time of ordering. If you fail to promptly pre-pay, we will terminate your service.

If you provided us with your credit card information and requested automatic billing, you authorize Zoltis Technologies to automatically charge your credit card at the first of the month for charges that apply to your account. Recurring charges will be posted to your credit card until such time that you cancel your account in accordance with our cancellation requirements listed below. You will receive an e-mail confirmation once your credit card has been charged. . If you elect not to use automatic credit card billing you will be charged a processing fee of \$3.00 per invoice to recover any billing/handling expenses and/or snail mail postage. Accounts with recurring monthly dues in excess of 20.00 USD are required to complete our "Internet Services Authorization Form" and return it via Fax at _____

Processing Fees

You will be charged a \$35 processing fee if any check given to us is not honored and paid. If you cause any credit card payment to be reversed there will be a \$40 processing fee. In the event you violate any of our above policies and your service is terminated, in addition to all other fees, you will be charged a \$100 investigation and research fee. There is a \$60 processing fee to reinstate an account closed due to non-payment, this fee does not guarantee the data on the account prior to termination will be retrievable.

Service Cancellation

To make a cancellation request, you will need to fill out our cancellation request form online. If this is not possible, you may fax a request to 323 843 9455 or mail a cancellation request to:

Zoltis Technologies
Attn: Account Cancellation Manager
4127 S. Centinela Ave
Los Angeles, CA 90066

You must include your Account Domain Name ,Account Password and e-mail account for the account which you wish to cancel hosting for. We cannot accept cancellation requests over the phone for security reasons.

30 Day Money Back Guarantee

We provide a 30 day money back guarantee for all shared hosting accounts. If for any reason you request cancellation of such account within 30 days of the initial ordering of your account, you will be given a full refund including your initial setup fee. Please Note: Domain registration and transfer fees are not included with this offer and are not refundable. This offer does not apply to Dedicated Servers, SSL Certificates, or Custom Services.

Service uptime & network connectivity guarantees

Our support team strives to provide every user with an excellent hosting experience during the course of our business relationship. We offer a 99.5 uptime guarantee for all accounts hosted in our servers. For more details on this guarantee, please visit our "Service Uptime Guarantee" page.