

# Refund Policy

**Last revised:** 23 July 2026

## 1. Overview and Scope

**1.1** This Refund Policy sets out the terms and conditions under which Pladinum Group SL ("Pladinum", "we", "us", "our") will issue refunds for products and services purchased through the Site, customer portal, or any other sales channel.

**1.2** This policy forms part of the Agreement between Pladinum and the Customer and should be read together with the General Terms and Conditions. In the event of conflict between this Refund Policy and the General Terms and Conditions, the provisions of this Refund Policy shall prevail with respect to refund matters.

**1.3** The purpose of the refund period is to allow Customers to evaluate whether the Services meet their needs. It is not intended to facilitate extended free use of Services.

**1.4 Consumer Rights.** This policy does not affect your statutory rights under applicable EU or Spanish consumer protection law, including the right of withdrawal under the Consumer Rights Directive (Directive 2011/83/EU), as described in Article 8 of our General Terms and Conditions.

## 2. Standard Refund Terms

**2.1 Refund Period.** Products and services purchased from Pladinum may be refunded if cancellation is requested within thirty (30) calendar days from the date of the transaction.

**2.2 Definition of "Date of the Transaction."** For the purposes of this policy, the "date of the transaction" means the date of purchase of any product or service, including the date on which any automatic renewal is processed by Pladinum in accordance with the applicable service agreement.

**2.3 How to Request a Refund.** Refund requests must be submitted through one of the following channels: (i) the customer portal at my.pladinum.com; (ii) a support ticket via the Pladinum help centre; or (iii) email to billing@pladinum.com. Refund requests must include the Customer's account details and the specific service(s) to be cancelled.

**2.4 Processing Timeline.** Pladinum shall process valid refund requests within fourteen (14) calendar days of receipt. Refunds are issued to the original payment method used at the time of purchase, unless otherwise specified in this policy.

**2.5 Cancellation Without Refund.** You may cancel any product or service at any time, but a refund will only be issued if the cancellation is requested within the applicable refund period. Cancellation outside the refund period does not entitle the Customer to any refund or pro-rata reimbursement, except where mandatory consumer law provides otherwise.

### 3. Products and Services — Refund Eligibility

The following table sets out the refund eligibility for each category of product and service offered by Pladinum:

| Product / Service                  | Refund Period                            | Refund Status  |
|------------------------------------|------------------------------------------|----------------|
| Web Hosting (all shared plans)     | 30 days from purchase/renewal            | Refundable     |
| WordPress Managed Hosting          | 30 days from purchase/renewal            | Refundable     |
| WooCommerce Hosting                | 30 days from purchase/renewal            | Refundable     |
| VPS Hosting                        | 30 days (see Special Terms, Section 4)   | Conditional    |
| Dedicated Server Hosting           | 30 days from purchase/renewal            | Refundable     |
| Reseller Hosting                   | 30 days from purchase/renewal            | Refundable     |
| Email Hosting                      | 30 days from purchase/renewal            | Refundable     |
| Ecommerce Hosting                  | 30 days from purchase/renewal            | Refundable     |
| SSL Certificates                   | 30 days from purchase                    | Refundable     |
| Daily / Automated Backups          | 30 days from purchase                    | Refundable     |
| Disaster Recovery (Acronis)        | 30 days from purchase                    | Refundable     |
| Website Protection                 | 30 days from purchase                    | Refundable     |
| Business Email                     | 30 days from purchase                    | Refundable     |
| Mail Server / Newsletter Service   | 30 days from purchase                    | Refundable     |
| VPN Service                        | 30 days from purchase                    | Refundable     |
| GDPR Compliance Tool (CookieFirst) | 30 days from purchase                    | Refundable     |
| Domain Protection (all layers)     | 30 days from purchase                    | Refundable     |
| Website Builder                    | 30 days from purchase                    | Refundable     |
| WordPress Management Services      | 30 days from purchase                    | Refundable     |
| Performance Optimisation           | 30 days from purchase                    | Refundable     |
| CDN Integration                    | 30 days from purchase                    | Refundable     |
| Domain Names (new registration)    | 96 hours (see Special Terms, Section 4)  | Conditional    |
| Domain Names (renewal)             | N/A                                      | Not Refundable |
| Domain Names (transfer)            | 30 days (only if transfer fails)         | Conditional    |
| Domain Names (redemption fees)     | N/A                                      | Not Refundable |
| WHOIS Privacy Protection           | N/A                                      | Not Refundable |
| Hacked Site Recovery               | Not applicable, service-based delivery   | Not Refundable |
| Website Migration (completed)      | Not applicable, service-based delivery   | Not Refundable |
| Website Migration (failed)         | Full refund                              | Refundable     |
| Professional Design (completed)    | Not applicable, service-based delivery   | Not Refundable |
| Service upgrades (mid-term)        | Not applicable, price difference applied | Not Refundable |
| First payment after Free Trial     | N/A                                      | Not Refundable |

## 4. Products with Special Refund Terms

### 4.1 Domain Names (new registration)

A newly registered domain name is eligible for a refund only if **both** of the following conditions are met at the time the refund is initiated:

- (i) The refund request is submitted within ninety-six (96) hours of the domain name registration; and
- (ii) At least twenty-four (24) hours have elapsed since the last refund of any other domain name registration on the same account.

**Certain country-code top-level domain (ccTLD) registries do not permit refunds upon cancellation. The following ccTLDs are non-refundable regardless of timing:**

| Non-Refundable ccTLDs                               |
|-----------------------------------------------------|
| .es (including .com.es, .nom.es, .org.es)           |
| .eu                                                 |
| .nl                                                 |
| .be                                                 |
| .de (including .com.de)                             |
| .fr                                                 |
| .it                                                 |
| .uk (including .co.uk, .org.uk, .me.uk)             |
| .ch                                                 |
| .at                                                 |
| .pl (including .com.pl, .net.pl, .info.pl, .biz.pl) |
| .dk                                                 |
| .se (including .com.se)                             |
| .nu                                                 |
| .fi                                                 |
| .pt (including .com.pt)                             |
| .hu                                                 |
| .cz                                                 |
| .lu                                                 |
| .ca                                                 |
| .us                                                 |
| .ru (including .com.ru, .net.ru, .org.ru)           |
| .ai                                                 |
| .cat                                                |
| .asia                                               |

This list is not exhaustive and is subject to change based on registry policies. If a specific ccTLD is not listed above, please contact [billing@pladinum.com](mailto:billing@pladinum.com) to confirm refund eligibility before purchase.

## 4.2 Domain Names (transfer)

A domain name transfer is eligible for a refund only if **both** of the following conditions are met:

- (i) The domain name transfer was unsuccessful (i.e., the transfer did not complete); and
- (ii) The refund request is submitted within thirty (30) calendar days of payment for the transfer.

Successfully completed domain transfers are not eligible for refund.

## 4.3 VPS Hosting

A VPS hosting plan is eligible for a refund only if **both** of the following conditions are met:

- (i) The refund request is submitted within thirty (30) calendar days of the date of the transaction for the specific VPS plan; and
- (ii) At least one hundred and eighty (180) calendar days have elapsed since the last refund for any other VPS hosting plan on the same account, if any.

VPS plan upgrades (mid-term configuration changes) are not eligible for refund.

## 4.4 Website Migration (Internal)

If you purchased a website migration service between Pladinum accounts or hosting plans and the migration could not be successfully completed due to technical errors attributable to Pladinum, you are entitled to a full refund of the migration fee.

## 4.5 Services Delivered on Completion

Certain services are delivered as one-time professional engagements, including but not limited to hacked site recovery, professional website design, performance optimisation consultations, and completed website migrations. Once the deliverable has been provided or the service has been performed, these services are not eligible for refund, as the service has been fully rendered.

# 5. Products and Services Not Eligible for Refund

The following products and services are not eligible for refund under any circumstances:

- (i) Domain name renewals;
- (ii) Domain name redemption fees;
- (iii) WHOIS privacy protection;
- (iv) Completed one-time professional services (hacked site recovery, professional design, completed migrations);
- (v) Service upgrades where the price difference has been applied to an active plan;
- (vi) The first payment made after the conclusion of a free trial period;
- (vii) Any products or services that were suspended, cancelled, or terminated due to misuse, abuse, violation of the Acceptable Use Policy, or breach of the General Terms and Conditions;
- (viii) Any products or services where the Customer's actions are found to violate applicable laws.

# 6. Cryptocurrency and Digital Asset Payments

**6.1** Due to the inherent nature of blockchain-based transactions, payments made using cryptocurrencies, tokens, or other digital assets are generally irreversible. Pladinum cannot assume responsibility for exchange rate volatility, market risk, transaction fees, or network delays associated with digital asset payments.

**6.2** Products and services purchased using cryptocurrencies or digital assets are not eligible for monetary refund to the original payment source. Where a refund is approved, it may be issued as account credit (Pladinum Balance) at the euro-equivalent value at the time of the original transaction.

## 7. Refund Method and Pladinum Balance

**7.1 Standard Refund Method.** Refunds are processed to the original payment method used at the time of purchase. Processing times depend on the payment provider and may take up to fourteen (14) business days to appear on your statement after Pladinum has initiated the refund.

**7.2 Pladinum Balance.** If you prefer to apply the refund amount toward future purchases, you may request that the refund be credited to your Pladinum Balance. Once a refund to Pladinum Balance has been initiated, it is irrevocable and cannot be subsequently refunded to a different payment method.

**7.3 Payment Method Limitations.** Certain payment methods may not support refunds to the original source due to provider restrictions. In such cases, Pladinum will issue the refund as a credit to your Pladinum Balance and will inform you accordingly.

**7.4 Currency.** Refunds are issued in the same currency as the original transaction. If exchange rate fluctuations occur between the date of payment and the date of refund, Pladinum is not liable for any resulting difference in value.

**7.5 Pladinum Balance Terms.** Credits in Pladinum Balance: (i) are non-transferable and may only be used in the account in which they were issued; (ii) do not accrue interest; (iii) expire twenty-four (24) months after issuance; and (iv) are forfeited upon account termination.

## 8. Promotional Offers and Bundled Services

**8.1** From time to time, Pladinum may offer promotional deals, including free or discounted products bundled with hosting plans (e.g., a free domain name with an annual hosting subscription).

**8.2** Free products provided as part of promotional offers are non-refundable and cannot be exchanged for other products or services.

**8.3** If you request a refund for a hosting plan that included a promotional item, Pladinum reserves the right to deduct the retail value of any free or discounted items from the refund amount. You may continue to use the promotional item for the remainder of its billing period.

## 9. Chargebacks and Payment Disputes

**9.1** If Pladinum records a chargeback, payment reversal, payment dispute, or any other rejection of a charge on your account ("Chargeback"), this shall be considered a breach of your payment obligations under the Agreement.

**9.2 Consequences.** In the event of a Chargeback, Pladinum reserves the right to: (i) immediately suspend or terminate your account and all associated Services without prior notice; (ii) disable payment card checkout functionality on your account; (iii) pursue all available lawful remedies to recover the amounts owed, including administrative fees and costs incurred.

**9.3 Data Loss.** Account suspension or termination resulting from a Chargeback may result in the permanent loss of data, content, and configurations stored within your account. Pladinum shall have no obligation to provide access to or recover such data.

**9.4 Reinstatement.** To reinstate your account and Services following a Chargeback, you must: (i) verify the payment method used for the disputed transaction (by providing proof of payment or partial card details as reasonably requested); and (ii) pay all outstanding fees in full, including any Chargeback handling fees, processing charges, and costs incurred by Pladinum or its payment service providers.

**9.5 Fraud.** Cases involving criminal fraud or the use of compromised payment credentials will result in permanent account termination without any option for recovery.

**9.6 Contact Us First.** If you have questions or concerns about a charge, we strongly encourage you to contact our support team at [billing@pladinum.com](mailto:billing@pladinum.com) before initiating a Chargeback with your bank or payment provider. Resolving disputes directly prevents unnecessary service disruption, account restrictions, and additional fees.

**9.7 Right to Dispute.** Pladinum reserves the right to dispute any Chargeback received, including by providing the relevant payment institution with documentation and evidence demonstrating that the transaction was authorised and that Services were provided.

## 10. Abuse of Refund Policy

**10.1** The refund mechanism is designed to enable Customers to evaluate whether Pladinum's Services meet their requirements. Pladinum does not tolerate abusive or fraudulent use of the refund process.

**10.2** Examples of refund abuse include, but are not limited to: (i) repeatedly purchasing and requesting refunds for the same or similar Services; (ii) purchasing Services in bulk solely for the purpose of obtaining refunds; (iii) using the refund period to obtain extended free access to Services without genuine intent to subscribe; or (iv) submitting refund requests in bad faith.

**10.3** Pladinum reserves the right to decline refund requests, restrict future purchases, or suspend or terminate accounts where patterns of refund abuse are identified.

## 11. Consumer Right of Withdrawal

**11.1** If you are a Consumer as defined in our General Terms and Conditions, you may have a statutory right of withdrawal under EU consumer protection law (Directive 2011/83/EU), as implemented in Spanish national legislation.

**11.2** The statutory withdrawal period is fourteen (14) calendar days from the conclusion of the Agreement. This right is separate from and in addition to the commercial refund terms set forth in this policy.

**11.3 Exceptions.** The right of withdrawal does not apply to: (i) domain name registrations where the Consumer has expressly consented to immediate performance and acknowledged the loss of the withdrawal right; (ii) digital content supplied on a non-tangible medium where performance has begun with the Consumer's prior express consent; and (iii) services that have been fully performed with the Consumer's prior express consent.

**11.4** To exercise the statutory right of withdrawal, the Consumer must inform Pladinum in writing within the withdrawal period. For further details, see Article 8 of our General Terms and Conditions.

## 12. Limitation on Refund Claims

**12.1** As a general rule, refund requests and claims related to payments for Services will only be considered if submitted within thirty (30) calendar days of the date of the transaction, unless applicable law provides otherwise.

**12.2** Pladinum shall not be obligated to issue refunds for any period during which Services were actively used by the Customer prior to the refund request.

### 13. Governing Law

This Refund Policy is governed by the laws of Spain. Unless mandatory consumer protection law provides otherwise, any disputes arising from this policy shall be submitted to the competent courts in the judicial district where Pladinum is registered.

### 14. Contact Information

For refund requests, billing inquiries, or questions about this policy, please contact us:

**Pladinum Group SL**

Avenida Manolete 3a

29660 Marbella, Málaga, Spain

**Billing Email:** billing@pladinum.com

**Support Email:** support@pladinum.com

**Customer Portal:** my.pladinum.com

**Telephone:** +34 697 989 840