SinapCore

CLOUD SERVICES & DEV

SinapCore LLC
Wyoming, United States
Document Code: **REF-2026-01** (Master Agreement)
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COMMERCIAL REFUND AND CANCELLATION POLICY

Official Master English Version (Effective Date: October 1, 2026)

Master Legal Framework - SinapCore LLC (Wyoming, United States):
Formal commercial cancellation and refund policy for all SinapCore LLC services. Defines the 14-day satisfaction guarantee for shared hosting, irrevocable exclusions (domains, VPS instances, third-party licensing), formal portal cancellation workflows, and chargeback penalties.

1. 14-DAY SATISFACTION GUARANTEE (SHARED WEB HOSTING ONLY)

First-time customers subscribing to Shared Web Hosting or Managed WordPress Hosting plans are entitled to a commercial satisfaction guarantee allowing a full refund within fourteen (14) calendar days from initial service activation if the service fails to meet advertised operational standards.

2. IRREVOCABLE EXCLUSIONS FROM REFUNDS

Refunds shall NOT be issued under any circumstances for the following product and service categories:

- **Domain Name Registrations:** Fees paid for domain registrations, renewals, or registrar transfers are paid immediately and irrevocably to international registries (ICANN, Verisign, and ccTLD registries) and are completely non-refundable.
- **Virtual Private Servers (VPS) & Dedicated Servers:** Virtualized compute instances and dedicated server assets involve immediate physical hardware allocation and high-speed bandwidth reservation; all VPS orders are definitively non-refundable once credentials have been dispatched.
- **Third-Party Commercial Software Licenses:** Activated licensing fees for cPanel, DirectAdmin, CloudLinux, LiteSpeed, Microsoft products, or commercial SSL certificates cannot be refunded.
- **Custom Software Development & Engineering:** Billable hours incurred for bespoke coding, migrations, technical consulting, or software customization are non-refundable.
- **Services Terminated for Cause:** Accounts suspended or terminated due to violations of our Acceptable Use Policy, spam distribution, or repeat DMCA copyright infringement.

3. CANCELLATION PROCEDURE AND REFUND SETTLEMENT

To request a cancellation or refund, Customer must submit a formal ticket via the SinapCore Client Billing Portal (`jvserver.com/mi-cuenta/`) at least three (3) business days prior to the recurring renewal date. Approved refunds are credited within three (3) to five (5) business days using the original payment method.

4. UNAUTHORIZED DISPUTES AND CHARGEBACK FEES

Initiating an unauthorized bank chargeback or payment processor dispute without first attempting resolution through SinapCore support constitutes a material breach of this Agreement. In addition to immediate service suspension, Customer shall be assessed an administrative fee of $50.00 USD to offset merchant dispute fees.