



# Payment, Refund and Cancellation Policy

Below you will find our current payment and refund / replacement policy. Please read it carefully as this is the official policy in force at the present time. The policy listed below supersedes any other written document you may have received prior to today's date. If you have any questions or comments about this policy, please do not hesitate to contact us.

DNS Made Easy offers a 30-day free trial of DNS services for potential customers to evaluate the services to fit their needs prior to purchase.

## RIGHT TO CANCEL ACCOUNT AT ANY TIME

Accounts can be canceled at anytime by contacting [sales@dnsmadeeasy.com](mailto:sales@dnsmadeeasy.com). Your account will be closed immediately without refund or charge to you. Any account which contains an outstanding balance cannot be closed until that balance is paid in full, THERE ARE NO EXCEPTIONS. Any account which ceases use of DNS Made Easy services with an outstanding balance present on the account will be sent to the proper collections agency.

## ALL SALES FOR SERVICES / MERCHANDISE ARE FINAL

DNS Made Easy / Tigjee LLC will not issue a refund for services purchased. Once you have posted your transaction you have agreed to pay for the services / merchandise offered and accept the services / merchandise as is. The sale of the service(s) applies to the setup fee(s) associated with all such accounts. Upon certain condition, DNS Made Easy may offer a refund but there may be a \$35.00 processing and/or early cancellation fee applied to your account.

## CURRENT PAYMENT POLICY

The following payment policy MUST be adhered to. THERE ARE NO EXCEPTIONS, ALL DNS Made Easy CLIENTS MUST READ, UNDERSTAND AND ADHERE TO THIS POLICY except by other written arrangements approved by DNS Made Easy. Any payment made without regard



to this payment policy will be charged a service charge of \$35.00. Late charges may also apply (see below).

Our policy is to collect payment on the date of service inception. DNS Made Easy services are billed upfront on a yearly basis. We accept payment by credit card including VISA, Mastercard, American Express, Discover, or Paypal. Payment by this method is due on the first day of service.

DNS Made Easy does accept payment by purchase order / check. Purchase order / check payments issued under \$275.00 are subject to a \$35.00 processing fee. In order to pay by this method, we MUST be contacted at [sales@dnsmadeeasy.com](mailto:sales@dnsmadeeasy.com) prior to issue of your purchase order. DNS Made Easy will issue an estimate for your product/service at which time a SIGNED purchase order must be sent to [sales@dnsmadeeasy.com](mailto:sales@dnsmadeeasy.com). We will then provide the proper invoice and provision the services while we await your check payment. Check payment must be sent to the address present on the invoice.

All invoices for any products or services are due, paid in full, within 30 business days of the invoice issue date, unless other DNS Made Easy-approved arrangements have been made ahead of time. Late charges apply (see below).

Wire Transfer payments are not accepted unless otherwise approved by DNS Made Easy. Wire Transfers under \$2,000.00 USD are subject to additional processing fees. International wire transfers are subject a \$75.00 USD fee, domestic wire transfers are subject to a \$50.00 fee.

## LATE CHARGES

ALL payments such as invoices, service charges and overage charges described in the above policy MUST BE RECEIVED BY DNS Made Easy within 30 business days of the date the invoice was issued or late fees in the amount of 10% of the invoice total will be charged for every business day your payment is late. This applies to ALL clients, without exception.

Non-payment may result in your account being sent to collections, your credit standing with us being downgraded and possible litigation to recover payment. If you have questions or concerns, or you feel that you have been charged incorrectly, please contact us IMMEDIATELY so that we can work together to find a solution.

We prefer to work payment issues out in a positive way and we try not to resort to sending payments to collections or small-claims unless we have no recourse.



## CURRENT REFUND POLICY

ALL sales of DNS Made Easy products or services are final. We do not offer refunds at this time but under certain circumstances we may offer pro-rated credit for services purchased.

If the DNS Made Easy services you purchased are not meeting your needs, please contact us immediately and we will work with you to add the features you want or to correct any perceived issues with the services.

If you are dissatisfied with the level of support you are receiving from us after purchasing one of our support packages, please contact us with your concerns so that we can address this issue immediately. We value you as a client and strive for your satisfaction.

## INDEMNITY AND DISCLAIMER OF LIABILITY

You agree that access to and use of DNS Made Easy is at your own risk and neither DNS Made Easy, nor its principals, nor its vendor domain name Registrars, if any, shall be liable for any claims, liabilities, losses, damages, costs or expenses of any kind arising from or related to either your use of DNS Made Easy or any action or omission of DNS Made Easy in providing the DNS Made Easy service including but not limited to, your access to DNS Made Easy's vendor domain name Registrars, if any, through DNS Made Easy's web site text, link(s), button(s) or banner(s). You further agree to indemnify and hold DNS Made Easy and its principals harmless from and with respect to any and all claims, liabilities, losses, damages, costs and expenses, joint or several, under statute, common law or otherwise, arising out of, based upon or in connection with access, use, inability to use or misuse of the service.