

TMX Web Services

Account Payment, Cancellation, and Refund Policies

Currency Conventions:

All prices and fees described within the TMX Web Services website are in terms of U.S. currency.

Payment Policy:

All accounts are set up and billed on a prepay basis. All accounts are billed monthly on an anniversary basis, meaning, for example, that if your account was activated and 11th of a given month, your monthly payment will be due on the 11th of each subsequent month. The only exception is your first month's service, which will be billed on the date of your account activation. All hosting fees are considered due and payable on your due date. All pricing is guaranteed for the term of prepayment. The customer is responsible for all monies owed on the account from the time it was activated to the time that the customer notifies TMX, in accordance with the [cancellation procedures](#) described below, of their desire to terminate services.

Money Back Guarantee:

We offer a 14 day money back guarantee on all of our hosting accounts. If you decide to cancel your account for any reason within the first 14 days of service, we will provide you with a full refund of all hosting costs paid by you to TMX. Cancellation of your account must be in accordance with cancellation policy below, must not be due to a Terms of Service violation, and must be received by TMX within 14 calendar days from the date of account activation. Cancellation requests received prior to actual account activation will be processed immediately. Depending on your method of payment, refunds may be either via company check, or a credit back to your charge card. Please note that the money-back guarantee does NOT apply to domain name registrations. *All domain registration sales are final.*

Past Due Accounts:

All accounts are due and payable on the due date as described above. Accounts that are not paid in full within 10 days of the due date will be subject to suspension. Accounts not paid in full within 20 days of the due date will be subject to cancellation .

Cancellation Policy:

All cancellation requests must be submitted via email to cancellations@tmxwebservices.net. Cancellation requests that are submitted via any other means or to any other email address will not be processed. Account cancellation may be requested at any time. All request for cancellation will be processed within two business days. TMX reserves the right to cancel service at any time. All hosting fees paid in advance of cancellation will be prorated and returned either via company check or a credit back to your charge card, depending on your method of payment. Any violation of policies which results in extra costs to TMX Web Services will be billed to the customer.