

Cancellation Policy

Definitions

Service: Refers to a service such as a dedicated box, game/voice server or webhosting regardless of the service being dedicated, virtual or shared.

We/us/our: Refers to Linx Networks Limited and its subsidiaries

You/your: Refers to the customer, person who purchased the server/service from us or anyone using it with or without consent.

Policy

1. You can cancel your services at any time by logging into your billing account at <https://my.linxhosting.co.uk> and selecting Products/Services then clicking on edit and selecting cancel.
2. If You are not satisfied with your services, you can exchange it for any other one of our other services by contacting us by email: ***support@linxhosting.co.uk***
3. You can exchange your services up to ten days after payment.
4. You can only apply for a refund if there is a fundamental error with the services we have provided. You can contact us regarding this by email: ***support@linxhosting.co.uk***
5. In the event of a cancelation and/or accidental payment, please refer to our Terms of Service.

If you need help cancelling your service, please contact us by phone on 0800 756 6893. Our Phone lines are open from 3:00pm to 11:00pm Monday to Sunday. Alternatively you can contact us by email: ***support@linxhosting.co.uk***