



REFUND POLICY

1. GENERAL REFUND TERMS

- 1.1. All MajorCore clients are entitled to a 7-day money-back guarantee if our services do not meet their needs, subject to the following conditions:
 - 1) the services are canceled within the first 7 calendar days from the date of order;
 - 2) the refund request is submitted by the client independently;
 - 3) the client cancels the service immediately.
- 1.2. Upon receiving a refund request, MajorCore follows this procedure:
 - 1) the final expiration date of the service is set to the day the refund request was received. This means that until the end of the paid day, the client may continue using the service and/or copying data;
 - 2) the refund amount is calculated using the formula: $REFUND = SC - ND \times SCD$, where: SC – service cost; ND – number of days the service was actually provided and used; SCD – daily service cost (calculated as: service cost ÷ 30);
 - 3) a refund transaction is initiated via the payment system for the calculated amount.
- 1.3. The money-back guarantee applies only to the following services: virtual servers, dedicated servers, web hosting, game hosting, and backup disks.
- 1.4. The money-back guarantee does NOT apply to domain names, additional IP addresses, SSL certificates, software licenses, commission fees, tax payments, paid maintenance services (such as administration), and other similar third-party payments that cannot be refunded.
- 1.5. Only the actual paid amount is refundable. Bonuses or discounts applied or credited to the balance are not refundable.
- 1.6. At our discretion, from the refundable amount may be deducted the cost of man-hours spent on administration and custom service setup (initial service setup and configuration, software installation, hardware and software diagnostics and troubleshooting, etc.), even if these services were initially provided free of charge.
- 1.7. Refunds are processed within 5 banking days.

2. CONDITIONS UNDER WHICH REFUNDS ARE NOT ISSUED

- 2.1. The service was terminated due to violations of the User Agreement (offer).
- 2.2. If a refund cannot be processed technically or politically via the payment system used by the client for payment. For example: no refund mechanism support, or international transfers are restricted due to sanctions.

In such cases, we may consider refunding via transfer to a valid bank account or another electronic payment system available to us. However, any additional costs incurred will not be refunded. If the transfer has a commission fee, it is paid by the recipient.