

Terms and Conditions

Refund Policy

Agreement between User and <http://www.jgmconsulting.com>

Welcome to <http://www.jgmconsulting.com>. The <http://www.jgmconsulting.com> website (the "Site") is comprised of various web pages operated by John G Mott DBA JGM-Consulting ("JGM-Consulting"). <http://www.jgmconsulting.com> is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein (the "Terms"). Your use of <http://www.jgmconsulting.com> constitutes your agreement to all such Terms. Please read these terms carefully, and keep a copy of them for your reference.

<http://www.jgmconsulting.com> is an E-Commerce Site.

We provide our clients with the internet presence that they need to reach their own customer base with professionalism, courtesy, security, and visual appeal. We do this by getting to know our clients, their needs and budget along with the products and customer base.

Electronic Communications

Visiting <http://www.jgmconsulting.com> or sending emails to JGM-Consulting constitutes electronic communications. You consent to receive electronic communications and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically, via email and on the Site, satisfy any legal requirement that such communications be in writing.

Your Account

If you use this site, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. You may not assign or otherwise transfer your account to any other person or entity. You acknowledge that JGM-Consulting is not responsible for third party access to your account that results from theft or misappropriation of your account. JGM-Consulting and its associates reserve the right to refuse or cancel service, terminate accounts, or remove or edit content in our sole discretion.

Children Under Thirteen

JGM-Consulting does not knowingly collect, either online or offline, personal information from persons under the age of thirteen. If you are under 18, you may use <http://www.jgmconsulting.com> only with permission of a parent or guardian.

Links to Third Party Sites/Third Party Services

<http://www.jgmconsulting.com> may contain links to other websites ("Linked Sites"). The Linked Sites are not under the control of JGM-Consulting and JGM-Consulting is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. JGM-Consulting is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by JGM-Consulting of the site or any association with its operators.

Certain services made available via <http://www.jgmconsulting.com> are delivered by third party sites and organizations. By using any product, service or functionality originating from the <http://www.jgmconsulting.com> domain, you hereby acknowledge and consent that JGM-Consulting may share such information and data with any third party with whom JGM-Consulting has a contractual relationship to provide the requested product, service or functionality on behalf of <http://www.jgmconsulting.com> users and customers.

No Unlawful or Prohibited Use/Intellectual Property

You are granted a non-exclusive, non-transferable, revocable license to access and use <http://www.jgmconsulting.com> strictly in accordance with these terms of use. As a condition of your use of the Site, you warrant to JGM-Consulting that you will not use the Site for any purpose that is unlawful or prohibited by these Terms. You may not use the Site in any manner which could damage, disable, overburden, or impair the Site or interfere with any other party's use and enjoyment of the Site. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided for through the Site.

All content included as part of the Service, such as text, graphics, logos, images, as well as the compilation thereof, and any software used on the Site, is the property of JGM-Consulting or its suppliers and protected by copyright and other laws that protect intellectual property and proprietary rights. You agree to observe and abide by all copyright and other proprietary notices, legends or other restrictions contained in any such content and will not make any changes thereto.

You will not modify, publish, transmit, reverse engineer, participate in the transfer or sale, create derivative works, or in any way exploit any of the content, in whole or in part, found on the Site. JGM-Consulting content is not for resale. Your use of the Site does not entitle you to make any unauthorized use of any protected content, and in particular you will not delete or alter any proprietary rights or attribution notices in any content. You will use protected content solely for your personal use, and will make no other use of the content without the express written permission of JGM-Consulting and the copyright owner. You agree that you do not acquire any ownership rights in any protected content. We do not grant you any licenses, express or implied, to the intellectual property of JGM-Consulting or our licensors except as expressly authorized by these Terms.

Use of Communication Services

The Site may contain bulletin board services, chat areas, news groups, forums, communities, personal web pages, calendars, and/or other message or communication facilities designed to enable you to communicate with the public at large or with a group (collectively, "Communication Services"). You agree to use the Communication Services only to post, send and receive messages and material that are proper and related to the particular Communication Service.

By way of example, and not as a limitation, you agree that when using a Communication Service, you will not: defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others; publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful topic, name, material or information; upload files that contain software or other material protected by intellectual

property laws (or by rights of privacy of publicity) unless you own or control the rights thereto or have received all necessary consents; upload files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer; advertise or offer to sell or buy any goods or services for any business purpose, unless such Communication Service specifically allows such messages; conduct or forward surveys, contests, pyramid schemes or chain letters; download any file posted by another user of a Communication Service that you know, or reasonably should know, cannot be legally distributed in such manner; falsify or delete any author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded; restrict or inhibit any other user from using and enjoying the Communication Services; violate any code of conduct or other guidelines which may be applicable for any particular Communication Service; harvest or otherwise collect information about others, including e-mail addresses, without their consent; violate any applicable laws or regulations.

JGM-Consulting has no obligation to monitor the Communication Services. However, JGM-Consulting reserves the right to review materials posted to a Communication Service and to remove any materials in its sole discretion. JGM-Consulting reserves the right to terminate your access to any or all of the Communication Services at any time without notice for any reason whatsoever.

JGM-Consulting reserves the right at all times to disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, in JGM-Consulting's sole discretion.

Always use caution when giving out any personally identifying information about yourself or your children in any Communication Service. JGM-Consulting does not control or endorse the content, messages or information found in any Communication Service and, therefore, JGM-Consulting specifically disclaims any liability with regard to the Communication Services and any actions resulting from your participation in any Communication Service. Managers and hosts are not authorized JGM-Consulting spokespersons, and their views do not necessarily reflect those of JGM-Consulting.

Materials uploaded to a Communication Service may be subject to posted limitations on usage, reproduction and/or dissemination. You are responsible for adhering to such limitations if you upload the materials.

Materials Provided to <http://www.jgmconsulting.com> or Posted on Any JGM-Consulting Web Page

JGM-Consulting does not claim ownership of the materials you provide to <http://www.jgmconsulting.com> (including feedback and suggestions) or post, upload, input or submit to any JGM-Consulting Site or our associated services (collectively "Submissions"). However, by posting, uploading, inputting, providing or submitting your Submission you are granting JGM-Consulting, our affiliated companies and necessary sublicensees permission to use your Submission in connection with the operation of their Internet businesses including, without limitation, the rights to: copy, distribute, transmit, publicly display, publicly perform, reproduce,

edit, translate and reformat your Submission; and to publish your name in connection with your Submission.

No compensation will be paid with respect to the use of your Submission, as provided herein. JGM-Consulting is under no obligation to post or use any Submission you may provide and may remove any Submission at any time in JGM-Consulting's sole discretion.

By posting, uploading, inputting, providing or submitting your Submission you warrant and represent that you own or otherwise control all of the rights to your Submission as described in this section including, without limitation, all the rights necessary for you to provide, post, upload, input or submit the Submissions.

Third Party Accounts

You will be able to connect your JGM-Consulting account to third party accounts. By connecting your JGM-Consulting account to your third party account, you acknowledge and agree that you are consenting to the continuous release of information about you to others (in accordance with your privacy settings on those third party sites). If you do not want information about you to be shared in this manner, do not use this feature.

International Users

The Service is controlled, operated and administered by JGM-Consulting from our offices within the USA. If you access the Service from a location outside the USA, you are responsible for compliance with all local laws. You agree that you will not use the JGM-Consulting Content accessed through <http://www.jgmconsulting.com> in any country or in any manner prohibited by any applicable laws, restrictions or regulations.

Indemnification

You agree to indemnify, defend and hold harmless JGM-Consulting, its officers, directors, employees, agents and third parties, for any losses, costs, liabilities and expenses (including reasonable attorney's fees) relating to or arising out of your use of or inability to use the Site or services, any user postings made by you, your violation of any terms of this Agreement or your violation of any rights of a third party, or your violation of any applicable laws, rules or regulations. JGM-Consulting reserves the right, at its own cost, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will fully cooperate with JGM-Consulting in asserting any available defenses.

Arbitration

In the event the parties are not able to resolve any dispute between them arising out of or concerning these Terms and Conditions, or any provisions hereof, whether in contract, tort, or otherwise at law or in equity for damages or any other relief, then such dispute shall be resolved only by final and binding arbitration pursuant to the Federal Arbitration Act, conducted by a single neutral arbitrator and administered by the American Arbitration Association, or a similar arbitration service selected by the parties, in a location mutually agreed upon by the parties. The arbitrator's award shall be final, and judgment may be entered upon it in any court having jurisdiction. In the event that any legal or equitable action, proceeding or arbitration arises out of or concerns these

Terms and Conditions, the prevailing party shall be entitled to recover its costs and reasonable attorney's fees. The parties agree to arbitrate all disputes and claims in regards to these Terms and Conditions or any disputes arising as a result of these Terms and Conditions, whether directly or indirectly, including Tort claims that are a result of these Terms and Conditions. The parties agree that the Federal Arbitration Act governs the interpretation and enforcement of this provision. The entire dispute, including the scope and enforceability of this arbitration provision shall be determined by the Arbitrator. This arbitration provision shall survive the termination of these Terms and Conditions.

Class Action Waiver

Any arbitration under these Terms and Conditions will take place on an individual basis; class arbitrations and class/representative/collective actions are not permitted. THE PARTIES AGREE THAT A PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN EACH'S INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PUTATIVE CLASS, COLLECTIVE AND/ OR REPRESENTATIVE PROCEEDING, SUCH AS IN THE FORM OF A PRIVATE ATTORNEY GENERAL ACTION AGAINST THE OTHER. Further, unless both you and JGM-Consulting agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding.

Liability Disclaimer

THE INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES INCLUDED IN OR AVAILABLE THROUGH THE SITE MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. JOHN G MOTT DBA JGM-CONSULTING AND/OR ITS SUPPLIERS MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE SITE AT ANY TIME.

JOHN G MOTT DBA JGM-CONSULTING AND/OR ITS SUPPLIERS MAKE NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, AVAILABILITY, TIMELINESS, AND ACCURACY OF THE INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS CONTAINED ON THE SITE FOR ANY PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL SUCH INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS ARE PROVIDED "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND. JOHN G MOTT DBA JGM-CONSULTING AND/OR ITS SUPPLIERS HEREBY DISCLAIM ALL WARRANTIES AND CONDITIONS WITH REGARD TO THIS INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS, INCLUDING ALL IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL JOHN G MOTT DBA JGM-CONSULTING AND/OR ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL,

CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, DATA OR PROFITS, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OR PERFORMANCE OF THE SITE, WITH THE DELAY OR INABILITY TO USE THE SITE OR RELATED SERVICES, THE PROVISION OF OR FAILURE TO PROVIDE SERVICES, OR FOR ANY INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS OBTAINED THROUGH THE SITE, OR OTHERWISE ARISING OUT OF THE USE OF THE SITE, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF JOHN G MOTT DBA JGM-CONSULTING OR ANY OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IF YOU ARE DISSATISFIED WITH ANY PORTION OF THE SITE, OR WITH ANY OF THESE TERMS OF USE, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SITE.

Termination/Access Restriction

JGM-Consulting reserves the right, in its sole discretion, to terminate your access to the Site and the related services or any portion thereof at any time, without notice. To the maximum extent permitted by law, this agreement is governed by the laws of the State of North Carolina and you hereby consent to the exclusive jurisdiction and venue of courts in North Carolina in all disputes arising out of or relating to the use of the Site. Use of the Site is unauthorized in any jurisdiction that does not give effect to all provisions of these Terms, including, without limitation, this section.

You agree that no joint venture, partnership, employment, or agency relationship exists between you and JGM-Consulting as a result of this agreement or use of the Site. JGM-Consulting's performance of this agreement is subject to existing laws and legal process, and nothing contained in this agreement is in derogation of JGM-Consulting's right to comply with governmental, court and law enforcement requests or requirements relating to your use of the Site or information provided to or gathered by JGM-Consulting with respect to such use. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.

Unless otherwise specified herein, this agreement constitutes the entire agreement between the user and JGM-Consulting with respect to the Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and JGM-Consulting with respect to the Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. It is the express wish to the parties that this agreement and all related documents be written in English.

Changes to Terms

JGM-Consulting reserves the right, in its sole discretion, to change the Terms under which <http://www.jgmconsulting.com> is offered. The most current version of the Terms will supersede all previous versions. JGM-Consulting encourages you to periodically review the Terms to stay informed of our updates.

Contact Us

JGM-Consulting welcomes your questions or comments regarding the Terms:

John G Mott DBA JGM-Consulting
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Harrells, North Carolina 28444

Email Address:

jgmott@jgm-consulting.com

Telephone number:

9109900448

Effective as of January 01, 2022

JGM-Consulting - REFUND POLICY

Products purchased from JGM-Consulting may be refunded only if cancelled within the refund period specified below in this policy. Some products have different policies or requirements for a refund associated with them, including some products that are not eligible for a refund under any circumstance. Please see below for refund terms applicable to such products.

"Date of the transaction", for the purpose of this Refund Policy, means the date of purchase of any product or service, which includes the date any renewal is processed by JGM-Consulting in accordance with the terms and conditions of the applicable product or service agreement (see [here](#)).

"Refund Period", you may cancel a product at any time, but a refund will only be issued if you request a refund with JGM-Consulting customer service within the refund time frame specified for the applicable product, if available at all.

No Refund After Account Closure. If eligible for a refund, it is necessary for you to request a refund prior to account closure. You may elect to close your account with us at any time, but upon account closure you will no longer be eligible for a refund as otherwise permitted under this Refund Policy.

No Refund For any Consulting Services JGM-Consulting will make No Refunds, and no Refunds will be processed for any Consulting Services.

No Refund For Support Services JGM-Consulting will make No Refunds, and no Refunds will be processed for any charges or fees associated with Online support, phone support, Website support, Security Support or other wise.

BRAZILIAN CUSTOMERS: ANY AND ALL PRODUCTS OR SERVICES SOLD BY JGM-CONSULTING MAY BE REFUNDED ONLY IF CANCELLED WITHIN SEVEN (7) DAYS FROM THE DATE OF THE TRANSACTION.

EU & UK CONSUMERS: YOU HAVE A STATUTORY RIGHT TO CANCEL PRODUCTS AND SERVICES WITHIN 14 DAYS FROM THE DATE OF THE CONTRACT. HOWEVER, WE ARE ENTITLED TO CHARGE A REASONABLE AMOUNT FOR THE SERVICES THAT WE HAVE ALREADY PROVIDED TO YOU AS AT THE DATE OF CANCELLATION. THEREFORE, A FULL, OR ANY, REFUND MAY NOT BE DUE. PLEASE NOTE THIS DOES NOT AFFECT THE "PRODUCTS WITH SPECIAL REFUND TERMS", WHERE FULL REFUNDS MAY BE GIVEN, AS APPLICABLE. THIS REFUND POLICY DOES NOT AFFECT YOUR STATUTORY RIGHTS

Standard Refund Terms

Annual Plans+ - Within 30 days of the date of the transaction.

Monthly Plans*+ - Within 48 hours of the date of the transaction.

**Monthly Plans include all plans with less than a 1-year term (e.g., 6 mos., 9 mos., etc.)*

+Security products with remediation service cannot be refunded once a cleanup request has been submitted._

Products with Special Refund Terms

Advertising services

Any advertising services and search marketing fees are non-refundable for the current month. We may refund future pre-paid months and future-month additional ad spend and search marketing fees less any associated early cancelation fees.

Assisted Service

Refundable after the initial three months.

Auction Featured Listings

Refundable during first 24 hours if there are no bids.

Auctions Additional Categories

Refundable during the first 48 hours if there are no bids.

Domain Backorders

If a Domain Backorder credit has been applied to an auction, then it is non-refundable (if not yet applied to an auction, eligible for a refund within 30 days of the date of the transaction).

Domain Name Registrations/Renewals

1. Standard Terms

- **New Registration:** 5 Days (120 Hours)
- **Auto-Renewal (one-year):** 45 Days (1080 hours)
- **Auto-Renewal (multiple-year):** 5 Days (120 Hours)
- **Manual Renewal:** 5 days (120 Hours)

2. Exceptions

- **.AU:** New Registration / Auto-Renewal / Manual Renewal - 3 Days (72 Hours)
- **.COM.AU:** New Registration / Auto-Renewal / Manual Renewal - 3 Days (72 Hours)
- **.NET.AU:** New Registration / Auto-Renewal / Manual Renewal - 3 Days (72 Hours)
- **.ORG.AU:** New Registration / Auto-Renewal / Manual Renewal - 3 Days (72 Hours)
- **.CZ:** Manual Renewal - 59 Days (1416 Hours)
- **.IT:** Auto-Renewal / Manual Renewal - 14 Days (336 Hours)
- **.MX:** New Registration - 45 Days (1080 Hours) *Registration fee frozen during period, no charge. Fee is charged at day 46, No refund. If the domain name is deleted during the Grace Period the fee is unfrozen.*
- **.COM.MX:** New Registration - 45 Days (1080 Hours) *Registration fee frozen during period, no charge. Fee is charged at day 46, No refund. If the domain name is deleted during the Grace period the fee is unfrozen.*
- **.PE:** Manual Renewal - 29 Days (696 Hours)
- **.COM.PE:** Manual Renewal - 29 Days (696 Hours)
- **.NET.PE:** Manual Renewal - 29 Days (696 Hours)
- **.NOM.PE:** Manual Renewal - 29 Days (696 Hours)
- **.ORG.PE:** Manual Renewal - 29 Days (696 Hours)
- **.PH:** Manual Renewal - 59 Days (1416 Hours)
- **.COM.PH:** Manual Renewal - 59 Days (1416 Hours)
- **.NET.PH:** Manual Renewal - 59 Days (1416 Hours)
- **.ORG.PH:** Manual Renewal - 59 Days (1416 Hours)
- **.SE:** Manual Renewal - 69 Days (1656 Hours)
- **.SG:** Manual Renewal - 29 Days (696 Hours)
- **.SO:** Auto-Renewal / Manual Renewal - 4 Days (96 Hours)
- **.COM.SO:** Auto-Renewal / Manual Renewal - 4 Days (96 Hours)
- **.NET.SO:** Auto-Renewal / Manual Renewal - 4 Days (96 Hours)
- **.ORG.SO:** Auto-Renewal / Manual Renewal - 4 Days (96 Hours)
- **.UK:** New Registration / Auto-Renewal / Manual Renewal - 5 Days (120 Hours)
- **.CO.UK:** New Registration / Auto-Renewal / Manual Renewal - 5 Days (120 Hours)
- **.ME.UK:** New Registration / Auto-Renewal / Manual Renewal - 5 Days (120 Hours)
- **.ORG.UK:** New Registration / Auto-Renewal / Manual Renewal - 5 Days (120 Hours)

Expert Services

If an Expert Service has already been performed, then it is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction).

Get Started Service

If a Get Started Service has already been performed, then it is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction).

JGM-Consulting IT Services

If IT Service has already been performed, then it is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction).

- Annual Subscriptions: Non-refundable
- Monthly Subscriptions: If one or more request(s) have been completed during the billing period, your monthly subscription is non-refundable.

Hosting Services

If a Hosting Service has already been performed, then it is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction).

Purchased Product w/ Free Domain

In the event any purchased product includes a free domain name, if you cancel the purchased product, the list price for the domain name will be deducted from the refund amount (the list price is the price of the domain name listed on JGM-Consulting website and is not subject to any promotion, discount, or other reduction in price).

SEO Services

SEO Services is a 12-month commitment; in order to receive best results, you are expected use the Services for the entire 12-month term.

For all SEO Services plans, you can cancel within 48 hours of the date of the transaction and receive a refund less any early cancelation fees for any remaining months in your committed term, to your original payment method. No refund will be issues for the prior months.

If you purchase a monthly plan and cancel more than 48 hours after the date of the transaction, you agree to pay for that current month of SEO Services, but JGM-Consulting will not bill you for any future months. However, you will not be refunded the cost of the current or past months.

If you purchase a semiannual or annual plan and cancel more than 48 hours after the date of the transaction, you agree to pay for the current month of SEO Services and JGM-Consulting will issue a 50% prorated refund to your original payment method for any remaining unused months.

Sitelock 911

You may request a refund within 30 days from the date of transaction ONLY IF you have not yet activated the product.

Social Media Management

You can cancel Social Media Management at any time and we will not bill you for future months. However, you will not be refunded the cost of the present or past months since the service has already been performed. If you cancel Social Media Management and request a refund within 48 hours of initially purchasing or renewing, you can receive a full refund for that month of service. After 48 hours, however, you are responsible for paying for that

month, but will not be billed for future months.

Trustee Fees

Trustee fees are refundable if the domain was not successfully registered. Trustee fees, however, are non-refundable upon renewal.

Website Design Services

Web Services: 30% cancellation fee when in progress, 70% cancellation fee when site design is delivered for review, non-refundable once first revision is completed. If not yet performed, eligible for a refund within 30 days of the date of the transaction. Once performance has begun, web service design is considered completed 180 days from the date of the transaction and will not be eligible for a refund thereafter.

Logo Design: 40% cancellation fee when in progress, non-refundable once artwork delivered. If not yet performed, eligible for a refund within 30 days of the date of the transaction. Once performance has begun, logo design is considered delivered 180 days from the date of the transaction and will not be eligible for a refund thereafter.

Website Makeover Services: 30% cancellation fee when in progress, 70% cancellation fee when site design is delivered for review, non-refundable once complete.

Website Care and Marketing Services: If you purchase Website Care or Marketing Services and JGM-Consulting has completed 1 or more request(s), during the billing period, your subscription is non-refundable.

If no requests have been fulfilled with the Website Care or Website services, you are eligible for a refund as defined in the "Standard Refund Terms":

- Annual Plans - Within 30 days of the date of the transaction less any early cancelations fees.
- Monthly Plans (any plan with less than a 1-year term) - Within 48 hours of the date of the transaction.

Website Security

Refunds are only available within 30 days of purchase and will only be issued in cases where a manual malware removal was not completed.

WordPress Premium Support

Refunds may be granted if the plan is cancelled prior to the end of the billing cycle and none of the credits have been used. If a Service has already been performed during the month, then that month is non-refundable (if not yet performed, eligible for a refund within 30 days of the date of the transaction). Future unused months of the services may also be refunded if the plan is cancelled and a pre-payment was made.

Products Not Eligible for Refunds

- Appraisals (Express and Certified Appraisals are non-refundable if the customer already applied the credit).
- Auctions Memberships

- Cloud Servers
- Configuration Add-Ons
- Discount Domain Club (if used for purchase)
- Domain: Auctions, Buy Service (you may request a refund ONLY IF you have not submitted a bid on the domain the service was purchased for), Consolidation or Monitoring
- Hosting Connection paid Apps (not refundable once set up)
- Merchant Accounts
- Office Max Bundles
- Premium Domain Names
- Redemption Fees
- Transfers (if successful)

- All Registrations or Renewals in the following TLD's are fully non-refundable:

.AI	.NU
.AM	.NZ
.AT	.CO.NZ
.BE	.NET.NZ
.CH	.ORG.NZ
.CL	.PL
.DE	.BIZ.PL
.DK	.COM.PL
.ES	.INFO.PL
.COM.ES	.NET.PL
.NOM.ES	.ORG.PL
.ORG.ES	.RU
.EU	.COM.RU
.FM	.NET.RU
.FR	.ORG.RU
.GG	.TC
.GS	.TK
.CO.JP	.VE
.JP	.CO.VE
.KR	.COM.VE
.CO.KR	.INFO.VE
.NE.KR	.NET.VE
.RE.KR	.ORG.VE
.MS	.WEB.VE
.NL	.VG
.NO	.CO.ZA

- Registrations or Renewals in the following TLD's are refundable, except for the condition in parentheses (in which case, they are non-refundable):**

.AMSTERDAM	<i>(New Registration and Manual Renewal Only)</i>
.ARCHI	<i>(Manual Renewal Only)</i>
.BIO	<i>(Manual Renewal Only)</i>
.SKI	<i>(Manual Renewal Only)</i>

.CA	<i>(Manual Renewal Only)</i>
.CZ	<i>(New Registration and Auto-Renewal Only)</i>
.IT	<i>(New Registration Only)</i>
.MX	<i>(Manual Renewal Only)</i>
.COM.MX	<i>(Manual Renewal Only)</i>
.PE	<i>(New Registration and Auto-Renewal Only)</i>
.COM.PE	<i>(New Registration and Auto-Renewal Only)</i>
.NET.PE	<i>(New Registration and Auto-Renewal Only)</i>
.NOM.PE	<i>(New Registration and Auto-Renewal Only)</i>
.ORG.PE	<i>(New Registration and Auto-Renewal Only)</i>
.PH	<i>(New Registration and Auto-Renewal Only)</i>
.COM.PH	<i>(New Registration and Auto-Renewal Only)</i>
.NET.PH	<i>(New Registration and Auto-Renewal Only)</i>
.ORG.PH	<i>(New Registration and Auto-Renewal Only)</i>
.SE	<i>(New Registration and Auto-Renewal Only)</i>
.SG	<i>(New Registration and Auto-Renewal Only)</i>
.SO	<i>(New Registrations Only)</i>
.COM.SO	<i>(New Registrations Only)</i>
.NET.SO	<i>(New Registrations Only)</i>
.ORG.SO	<i>(New Registrations Only)</i>
.TW	<i>(Auto-Renewal Only)</i>
.COM.TW	<i>(Auto-Renewal Only)</i>
.IDV.TW	<i>(Auto-Renewal Only)</i>
.ORG.TW	<i>(Auto-Renewal Only)</i>