

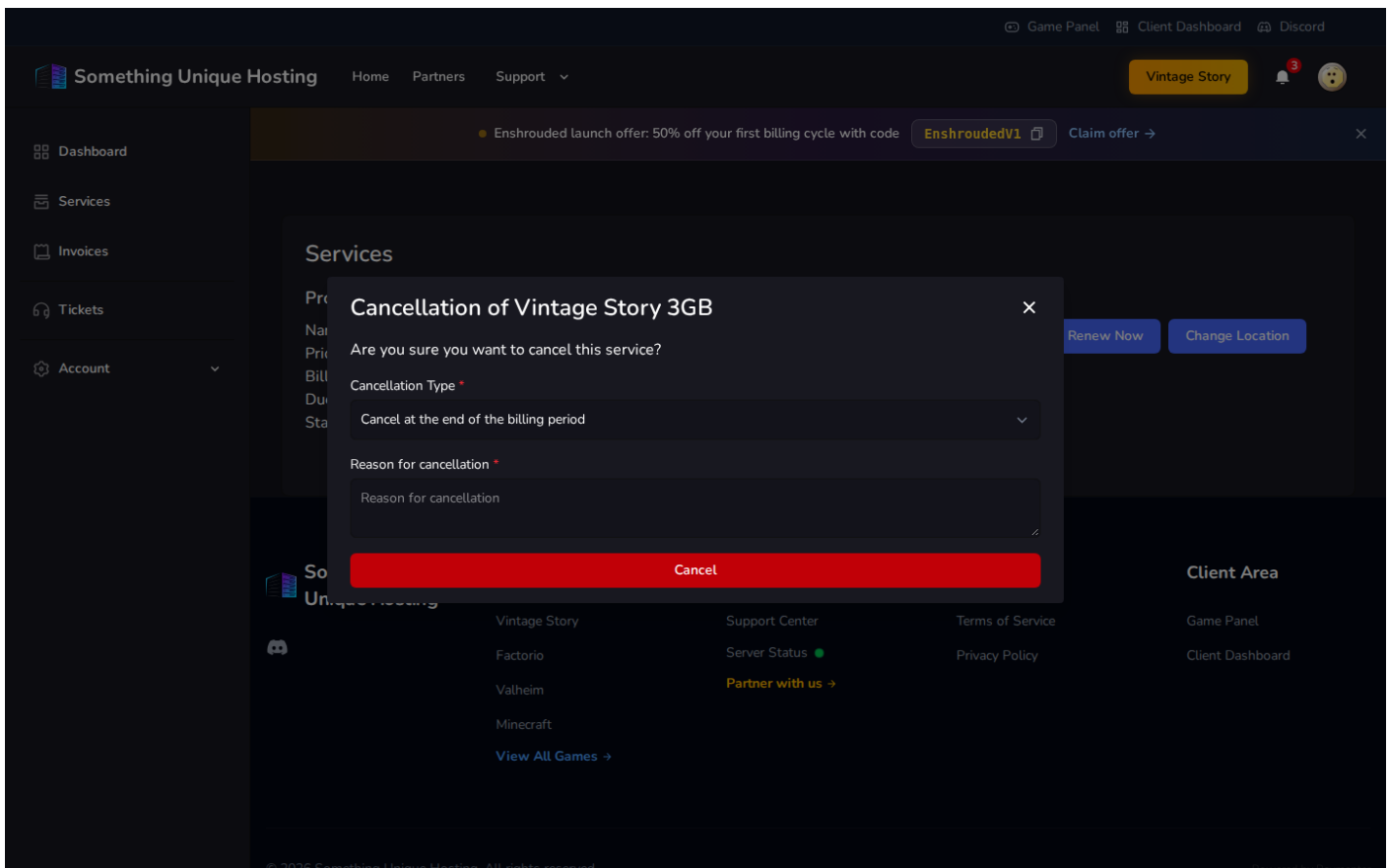
Cancelling your server and refunds

Before you cancel

When a service is cancelled, the server and all its data are permanently deleted within 72 hours. [Download a backup](#) of anything you want to keep first.

Cancelling

1. Go to **Services**, open your server, and click **Cancel**.
2. Choose the **Cancellation Type**:
 - **Cancel at the end of the billing period** (recommended): keep using your server until the date you've paid for. It won't renew.
 - **Cancel immediate**: the server is stopped and deleted right away, and you can't use it any more.
3. Enter a **Reason for cancellation**. It helps us improve.
4. Click **Cancel** and confirm.



Changed your mind?

If you chose **end of the billing period**, the status shows **Cancellation Pending** with a **Withdraw cancellation** link next to it. Click it before the period ends and your service carries on and renews as normal. Free.

Immediate cancellations can't be undone.

Refunds

- **14-day money-back guarantee:** new services can get a **full refund** within 14 days of the first payment. [Open a ticket](#) in the **Sales** department.
- After 14 days, refunds are at our discretion.
- Refunds go back to your original payment method within 5-10 business days.

Please talk to us before filing a chargeback with your bank or PayPal. Under our [Terms of Service](#), a chargeback without contacting us first can lead to every service on your account

being terminated.

Free budget servers

Cancelling a premium server also cancels its [free budget server](#).

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