

Billing & Refund Policy

This Billing & Refund Policy ("Policy") outlines the payment terms, billing procedures, and refund conditions for services provided by **HK Data Solutions (Pty) Ltd**, trading as **Dev Rocket** ("we," "us," "our"). By using our services, the Client ("you," "your") agrees to the terms of this Policy.

1. Billing & Payment Terms

1.1 Payment Schedule

- All services are **billed in advance** and must be paid before activation or renewal.
- Billing cycles are **monthly** unless otherwise stated.
- Payments must be made on or before the **due date** specified on the invoice.

1.2 Accepted Payment Methods

We accept the following payment methods:

- EFT (Electronic Funds Transfer)
- Debit/Credit Card Payments
- PayFast or other third-party payment processors (where available)

1.3 Late or Failed Payments

- If payment is **not received within 7 days** of the due date, services may be **suspended** until full payment is made.
- If payment is **not received within 14 days**, services may be **terminated permanently**, and data may be deleted.
- Dev Rocket is not responsible for data loss due to non-payment.

1.4 Automatic Renewals

- Hosting services are **automatically renewed** unless cancelled in writing before the renewal date.
- Domain renewals are subject to registrar terms, and failure to pay may result in domain expiration.

2. Refund Policy

2.1 General Refund Terms

- **All payments are final and non-refundable**, except where stated below.
- Refunds are only issued in cases where Dev Rocket fails to provide the agreed service.

2.2 Hosting & Website Refunds

- **Monthly Hosting Plans:** No refunds after payment is processed.
- **Annual Hosting Plans:** Partial refunds may be granted within **14 days of purchase**, subject to a **pro-rated deduction** for services used.

- **Website Design Fees:** The website is included free with active hosting. If hosting is cancelled, the website is forfeited (see Termination Policy).

2.3 Domain Registration & Transfer Refunds

- **Domain Registration Fees** are **non-refundable** once the domain is registered.
- **Domain Transfers:** If a client cancels within **12 months** and wishes to keep the domain, they must **purchase it from Dev Rocket** at a transfer fee.
- If the client **does not want the domain**, cancellation is **at no cost**.

2.4 Service Downtime & SLA Refunds

- Dev Rocket guarantees **99.9% uptime** (see SLA). If downtime exceeds this limit, **service credits** (not refunds) may be issued upon request.

2.5 Chargebacks & Disputes

- Clients who file chargebacks or payment disputes **without prior notice** may have their accounts suspended or terminated.
- Any unpaid balances after a chargeback will be sent to collections.

3. Cancellations & Termination

3.1 Client-Initiated Cancellations

- Clients may cancel services at any time by submitting a written request via **support@devrocket.co.za**.
- No refunds will be issued for early termination unless stated in **Section 2**.

3.2 Dev Rocket-Initiated Cancellations

We reserve the right to suspend or terminate services for:

- **Non-payment** beyond 14 days.
- **Violation of the Acceptable Use Policy (AUP).**
- **Abuse or fraudulent activity** related to our services.

4. Policy Updates

We may modify this policy at any time. Clients will be notified of significant changes, and continued use of our services constitutes acceptance of the updated policy.

5. Contact Information

For billing inquiries or cancellation requests, contact:

Dev Rocket (HK Data Solutions (Pty) Ltd)

Email: **billing@devrocket.co.za**

Website: www.devrocket.co.za