

POINT BLANK
digital communications

REFUND POLICY

Effective 1st November 2013

Contents

Document History	3
Introduction	3
Your Legal Rights Under Australian Consumer Law	3
Products Eligible For A Refund	3
Products Ineligible For A Refund	3
Obtaining A Refund	4
How Refunds Are Managed	4
Contact Information	4

Document History

1st November 2013	Document created.
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Introduction

This refund policy document describes how Point Blank Digital Communications manages refunds. It should be read in conjunction with our Privacy Policy and Standard User Agreement.

This document is made available to customers for review prior to completing a purchase. It is the responsibility of the customer to read and understand the policies contained within before completing any purchase. A copy of the document is emailed to customers completing an order.

From time to time we may make changes to our refund policy. When this happens customers will be advised through one or a combination of email, social media or site announcements. Where feasible adequate notice of changes will be provided.

The most current version of this document is always available via <http://www.pointblank.com.au/RefundPolicy.pdf> or through the Knowledge Base located in the client area.

Your Legal Rights Under Australian Consumer Law

As a customer of Point Blank Digital Communications you have various rights under Australian Consumer Law. Likewise, we have various obligations under Australian Consumer Law.

This refund policy is created in addition to the rights you hold under Australian Consumer Law and does not take away those rights or disadvantage you in any way.

Further information about Australian Consumer Law is available at <http://www.consumerlaw.gov.au/>

Products Eligible For A Refund

The following products may be eligible for refund or credit after purchase:

- Hosting and related services
- Dedicated IP addresses
- Web design services
- Support services
- On-site technical assistance

Where a request to cancel hosting is received **within** 21 days of activation, a full refund will be provided. Where a free or discounted domain name has been provided as part of the activation the full cost of the domain name will be deducted from the refund amount.

Where a request to cancel hosting is received **after** 21 days of activation, no full refund will be provided. A pro-rata refund or account credit (at our discretion) may be provided, on a case-by-case basis.

Products Ineligible For A Refund

Notwithstanding your legal rights under Australian Consumer Law, the following products are ineligible for refund or credit after purchase:

- Domain names registrations, renewals or transfers
- SSL Certificates
- Domain name ID protection services

Obtaining A Refund

We make requesting and obtaining a refund a simple, pain-free experience.

Hosting

Web hosting services may be cancelled via the client area our website. A “request cancellation” button can be found under the “Services” menu near the top of the screen.

Customers may request an immediate cancellation or cancellation at the end of the current billing cycle.

Other Services

Other requests for refund should be made via a support ticket, which can be created via the client area or by emailing support@pointblank.com.au.

How Refunds Are Managed

Approved refunds will be made to the customer via the original payment method where possible, ie payments made via credit card will be refunded to the original card.

In exceptional circumstances we may process a refund via cheque, made payable to the original account holder only. This may be at our discretion or when requested by the customer subject to our approval.

Contact Information

Questions regarding our refund policy and procedures should be made via one of the following methods:

Point Blank Digital Communications
PO Box 8072
Tarneit Victoria 3029
Australia

or

support@pointblank.com.au

We aim to acknowledge and respond to requests within 1 business day.