

Refund Policy

Last Revised: 05/2021

Policy: A2003



Arkto Digital, LLC. believes in strong moral and ethical operations of business, and we will make every effort, to a reasonable extent, to meet our customer's needs.

Products purchased from Arkto Digital, LLC 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.

Hosting Services

- **Shared Website Hosting:** Hosting services may be eligible for a refund, at the sole discretion of Arkto Digital, LLC., within 7 days of the purchase or renewal date. After this time period, refunds are generally not available unless in certain circumstances.
- **Website Care Plans:** Website care plans are non-refundable for the duration of the specific billing period. (Either monthly, quarterly or annually). Services may be canceled but will remain active until the end of the current billing period. No refunds will be given.

Pro Services

- **Website Design:** There is a cancellation fee of 30% 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.
- **Social Media Account Configurations:** No refunds will be given.
- **Graphic Design:** 30% cancellation fee when in progress, 70% cancellation fee when delivered for review. Designs that have not yet begun are eligible for a full refund.

Domain Names:

- Domain name registrations and TLD's are processed through eNom Inc. and follow their refund policy which states that all sales are final after registration for the current billing period. No refunds will be given.

Arkto Digital, LLC. makes no warranties expressed nor implied. Accidentally purchasing the incorrect product or length of service will be eligible for a refund at the sole discretion of Arkto Digital, LLC.

Refund Requests or Questions:

Contact billing@arktodigital.com or open a support ticket within your client portal.

Arkto Digital, LLC.

ATTN: Billing
PO Box 61522,
San Angelo, TX 76906