

## Billing and Payment Terms

This Billing and Payment Terms Agreement (“Agreement”) governs the billing, payment collection, renewal processes, and pricing principles for services provided by Atak Domain Bilgi Teknolojileri A.Ş. (“Atak Domain”, “We”, “Us”). All customers (“Customer”) using Atak Domain services are deemed to have accepted this Agreement.

This Agreement forms an integral part of the Atak Domain General Terms of Service, Privacy Policy, User Agreement, and all related policies.

### 1. Purpose and Scope

This Agreement covers all financial processes including:

- service pricing,
- payment methods,
- billing procedures,
- refund conditions,
- subscription renewals,
- price changes.

This Agreement applies to all products/services provided by Atak Domain, including domain, hosting, SSL, email, DNS, backorder, licenses, API, cloud services, technical support, and management services.

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### 2. Pricing Policy

2.1. Service prices are published on the Atak Domain website, and the current prices listed there apply.

2.2. Atak Domain reserves the right to change prices at any time.

Price changes:

- apply immediately for new purchases,
- apply at the next renewal date for existing subscriptions.

2.3. All prices are displayed either inclusive or exclusive of VAT; applicable taxes may vary depending on the customer’s country and the type of service.

2.4. Domain registration, renewal, and transfer fees are determined based on ICANN and registry operator pricing policies.

### 3. Payment Methods

Atak Domain accepts the following payment methods:

- credit card / debit card
- PayPal (in supported countries)
- bank transfer / EFT



- virtual POS and local payment options
- Atak Domain wallet balance
- digital payment providers

3.1. Additional transaction fees or commissions may apply depending on the payment method.

3.2. For international payments, exchange rates are calculated using the Central Bank of Türkiye (TCMB) selling rate or the dynamic rate of the payment provider.

#### **4. Automatic Renewal (Auto-Renew)**

4.1. Atak Domain services may be enabled with automatic renewal by default.

4.2. The customer may disable automatic renewal at any time through the control panel.

4.3. Automatic renewals are charged based on the prices effective on the renewal date.

4.4. If payment fails, Atak Domain reserves the right to:

- retry the payment,
- notify the customer,
- suspend the service.

#### **5. Invoicing and Taxation**

5.1. Atak Domain issues electronic invoices (e-invoice/e-archive) in accordance with Turkish tax regulations.

5.2. Tax exemptions, VAT refunds, or special tax regimes for foreign customers may be evaluated upon request.

5.3. The customer is responsible for the accuracy of the invoice information provided.

#### **6. Payment Timing and Delays**

6.1. All services must be prepaid at the time of order.

6.2. If payments are not made, the following actions may occur depending on the service:

- hosting: suspended,
- domain: enters grace period → redemption period → deletion cycle,
- SSL: not activated or canceled.

6.3. All consequences arising from delayed payments are the responsibility of the customer.

#### **7. Refund Policy**

7.1. Atak Domain's refund conditions are detailed in the Refund Policy document.

General principles include:

- Domain registrations are non-refundable (per global ICANN rules).
- Hosting services may be refundable within a specified timeframe.
- Most license and SSL services are non-refundable.
- Refunds may not be issued for used or partially consumed services.

7.2. No refunds will be issued if a service is terminated due to misuse, abuse, spam, illegal activity, or similar violations.

## 8. Exchange Rate, Commission, and Transaction Fees

- 8.1. Bank or payment provider commissions are the responsibility of the customer.
- 8.2. Exchange rate differences arising from payments made in foreign currency are charged to the customer.

## 9. Atak Domain Wallet Usage

- 9.1. Wallet balance is non-refundable and may only be used for service purchases.
- 9.2. Atak Domain reserves the right to freeze wallet funds in cases of suspected fraud or abuse.

## 10. Fraud and Risk Review

Atak Domain may review any order for fraud.

Services may be delayed or canceled under the following circumstances:

- suspicious payments,
- stolen credit cards,
- transactions made via VPN/proxy with high risk,
- mismatched billing information,
- history of chargebacks.

If a chargeback occurs:

- the related service is suspended,
- the domain may be transferred to Atak Domain (per ICANN policies),
- all fees, bank charges, and operational costs are billed to the customer.

## 11. Price Changes

Atak Domain reserves the right to adjust pricing based on:

- ICANN fee updates,
- registry operator costs,
- economic conditions,
- exchange rate fluctuations.

Price changes become effective once published on the website.

## 12. Limitation of Liability

Atak Domain cannot be held liable for damages resulting from:

- delayed payments,
- payment processor issues,

- bank technical failures,
- third-party payment provider disruptions.

In any case, Atak Domain's maximum liability is limited to the most recent service fee paid by the customer.

### **13. Service Suspension and Termination**

Atak Domain reserves the right to suspend or terminate services if:

- payment is not made,
- fraud is suspected,
- there is misuse or abuse,
- illegal activities occur,
- an ICANN or court order is issued.

No refunds are issued in case of termination.

### **14. Updates**

Atak Domain may update this Agreement at any time due to:

- legal requirements,
- financial or operational needs,
- international payment standards,
- registry operator rules.

Updates become effective once published on the website.

### **15. Enforcement**

By purchasing any service from Atak Domain, the Customer is deemed to have accepted all terms of this Agreement.