

Refund Policy

1. General Provisions

This Refund Policy (“Policy”) sets forth the conditions applicable to refunds for domain, hosting, email, SSL, server, license, and all other digital services (“Services”) provided by Atak Domain Bilgi Teknolojileri Anonim Şirketi (“Atak Domain”).

This Policy has been prepared in alignment with industry best practices, registry (operator) rules, ICANN regulations, and applicable national legislation.

Approval of any refund request is subject to the conditions outlined in this Policy.

2. Services Eligible for Refund Evaluation

Refunds may be evaluated for the following services:

- Web hosting services (shared hosting, reseller hosting, VPS, cloud hosting, etc.)
- Add-on services that have not been activated, used, or initiated
- Certain software/license-based services where activation has not begun
- Packages where no intervention to the service infrastructure or resource consumption has occurred

Note: Domain registration, renewal, transfer, and premium domain transactions are technically irreversible and therefore non-refundable.

3. Refund Request Period

- Refund requests for hosting services must be submitted within 15 days from the purchase date.
- Refund requests for add-on services not yet activated may be evaluated within a reasonable period (generally 3–7 days).
- For multi-year hosting plans, the refund right applies only to the first 15 days.
- Domain registration, renewal, transfer, premium domain purchases, backorder, pre-order, and other irreversible transactions are strictly non-refundable.

4. Refund Eligibility Requirements

All of the following conditions must be met:

- The service must not have been actively used (no file hosting, traffic generation, email activity, etc.).
- The refund request must be made within the applicable timeframe.
- No request may involve domain registration, renewal, transfer, or other irreversible actions.
- The user must not have violated the Service Agreement, Acceptable Use Policy, or relevant legislation.
- If the payment method allows refunds, the refund will be processed using the original payment method; if not, it may be issued as account credit.

- If a free domain or service was provided through a promotion/discount, the monetary value of the free service will be deducted from the refund amount.

5. Non-Refundable Services

5.1 Domain-Related Transactions (Irreversible Services)

- Domain registration
- Domain renewal
- Domain transfer
- Premium/special domains
- Auction domains
- Backorder, pre-order, and reserved domain transactions
- Registry-specific irreversible transactions

5.2 Activated Services

No refunds will be issued for the following services once activated:

- SSL certificates (if CSR has been generated or activation has started)
- Email hosting services
- CDN services
- Security services
- Dedicated IP addresses
- Server licenses (cPanel, DirectAdmin, LiteSpeed, CloudLinux, etc.)
- WHMCS licenses and other third-party licenses
- Backup services
- Server setup, migration, and configuration services

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5.3 Abuse and Policy Violations

Refunds will not be issued if the service has been used for:

- Spam, phishing, malware distribution
- DDoS attacks, port scanning, hacking tools
- Hosting illegal content
- Fraud, fake registrations, false declarations
- Resource abuse
- Breaches of the Service Agreement or Acceptable Use Policy

5.4 Technical and Payment Restrictions

Refunds do not cover:

- Non-refundable commissions, transaction fees, or charges imposed by payment providers
- Exchange rate variations
- Payment methods that do not support refunds (certain virtual cards, gift codes, promotional balances, etc.)

5.5 Promotions, Campaigns, and Discounted Sales

- For discounted or promotional purchases, the value of any free domain, free SSL, free IP, free license, free email, or similar included service will be deducted from the refund amount.
- If a free service included with a promotion has been activated, its full price will be deducted from the refund amount, even if it was provided at no cost to the user.
- In bundled packages containing multiple products, partial refunds are not permitted; all used or activated components will be deducted from the total.
- In hosting packages that include a free domain, the domain cannot be reversed; therefore, the domain cost will be deducted from the refund amount and the domain will remain active.

6. Refund Request Procedure

- Refund requests must be submitted in writing to hukuk@atakdomain.com or domain@apiname.com.
- Alternatively, the Customer may submit a support ticket via the customer panel.
- Upon receipt, the usage status, activation details, and eligibility for a refund will be reviewed by the technical team.
- If approved, the refund will be processed using the original payment method when possible; otherwise, it will be issued as account credit.
- Bank fees, transaction charges, and technical service costs may be deducted from the refund amount.

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7. Refund Processing Times

- Bank card/credit card refunds may take 3–10 business days.
- Bank transfer/EFT refunds will be issued to the IBAN provided by the Customer.
- Processing times may vary depending on the payment method, and some methods may not support refunds.

8. Policy Changes

Atak Domain reserves the right to update this Refund Policy.

The updated version becomes effective once published on the website.

Continued use of the services constitutes acceptance of the revised terms.

