



i7MEDIA.[®]
Billing Policy

Payment Methods:

i7MEDIA accepts payments via Credit/Debit Card (Visa, MasterCard, Discover, American Express), PayPal, personal or company check, wire transfer and money order.

Payments of \$350 or more should not be paid using Credit Card, Debit Card or PayPal. i7MEDIA prefers payments of over \$350 to be made by check, wire transfer or money order. To illustrate why this is necessary please consider that a single payment of \$4,500 will incur at least \$130 in fees to be processed by PayPal.

Note for paying with PayPal:

If you choose to pay for services with PayPal by e-Check, please be sure the payment is received prior to service start or renewal dates to avoid interruption of service.

Notes for paying by check, wire transfer, or money order:

i7MEDIA accepts personal check, company check, wire transfer and money order for:

- Annual and Biennial Hosting and Service Accounts.
- Invoices totaling \$350 or more.

All funds must be payable in US dollars. i7MEDIA does not accept international checks on foreign currencies. Payment for services by check must be received prior to service start or renewal dates to avoid interruption of service.

Wire transfer instructions are available by request.

Returned Check & Chargeback Policy:

In the event that a check is returned, service will be immediately suspended and the customer will be sent a suspension e-mail allowing seven (7) days to rectify the situation. If within the seven (7) days the customer fails to pay all service fees by money order or certified funds, including a \$25.00 reactivation fee and a \$25.00 returned check fee, customer's account will be permanently canceled and deleted from i7MEDIA servers. Such cancellation does not relieve the client's obligation for payment under the terms of the hosting or service agreement. Cancellation includes the removal of all files on the account. In the event of a charge back, i7MEDIA will immediately suspend all services to client until such time as full payment is received in addition to a \$125.00 charge back fee and a \$25.00 account enable fee.



Non-Payment:

Customers will receive an invoice at least 15 days prior to their renewal date. If the account balance has not been brought to zero by the renewal date a 3% late fee is applied (minimum of \$1). If an account has not been brought current within 5-days of its renewal date the account will be suspended and a \$25 reactivation fee applied. Obviously, our goal is to keep customers and make their hosting experience the best it can be. Should you have any concerns about a bill, typically these can be resolved with open communication. THERE ARE NO EXCEPTIONS TO THIS POLICY SO PLEASE MAKE SURE WE HAVE YOUR CORRECT EMAIL ADDRESS ON FILE AND THE i7MEDIA.COM DOMAIN IS WHITE-LISTED SO IT DOES NOT GET CAUGHT IN YOUR SPAM FOLDER.

Overages:

Hosting plans are for a set of resources. Customers using more disk space or bandwidth than their plan allocates will receive an overage billing at the end of the month. Overage are billed at a higher rate than plan rates.

Cancellation Request:

All account cancellations must be received by submitting a ticket from our support center at least fifteen (15) days in advance of the date of renewal. Accounts cancelled with less than fifteen (15) days' notice shall be cancelled at the end of the next term and shall be charged accordingly.

When a cancellation request is made, i7MEDIA will immediately remove all configuration information as well as all contents of the account on the date of the next renewal of the account. Customer may request immediate cancellation if so desired and i7MEDIA will remove all files. This may include unread e-mail left on the server.

Refunds:

Refunds within the first 30 days of service will receive a full refund of all account fees, excluding those items and services listed below, provided the Terms of Service or Acceptable Use Policy has not been violated. Refunds will be credited to the credit card on file or PayPal account used to order service, or a check will be mailed to clients paid by check or money order. Refunds will be made within (15) days of cancellation.



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i7MEDIA does not offer refunds for services after the initial thirty (30) days of service. i7MEDIA does not issue prorated refunds for prepaid service.

THERE ARE NO REFUNDS ON THE FOLLOWING PRODUCTS AND SERVICES:

- DOMAIN REGISTRATIONS & TRANSFERS
- DEDICATED SERVER CHARGES OR SETUP FEES
- VIRTUAL PRIVATE SERVER CHARGES OR SETUP FEES
- SKINNING AND DESIGN
- CUSTOM DEVELOPMENT
- SETUP FEES OF ANY KIND FOR ANY SERVICE

Contact & Billing Information:

You must provide us with, and keep current, good contact information for you. E-mail and telephone contacts are required, fax contact information is encouraged.

Disputes and Failure to Pay:

All overcharges or billing disputes must be reported within 30 days of the time the dispute occurred. If you dispute a charge to your credit card issuer that, in i7MEDIA LLC's sole discretion is a valid charge under the provisions of the Terms of Service and /or Acceptable Use Policy, you agree to pay an "Administrative Fee" of not less than \$75. The Company may temporarily deny service or terminate this Agreement upon the failure of Subscriber to pay charges when due. Such termination or denial will not relieve Subscriber of responsibility for the payment of all accrued charges, plus reasonable interest and any collection fees.

Modifications:

These terms may be modified at any time. All users are always subject to the newest terms posted here at all times. It is the end user's responsibility to be aware of the latest terms of service and other policies at all times. It is our responsibility to provide these policies in a ready and readable form.