

Refund & Cancellation Policy

Effective Date: 19 August 2026

This Refund & Cancellation Policy explains the circumstances under which EasyNet.my ("EasyNet.my", "we", "us", or "our") may provide refunds for our hosting, domain and related services.

By purchasing our services, you acknowledge and agree to this policy together with our Terms of Service.

1. General Refund Principles

Refund eligibility depends on the type of service purchased.

A payment does not automatically qualify for a refund simply because a customer decides not to use the service.

Refunds are generally considered only where the applicable service qualifies under this policy.

Any refund approved by EasyNet.my will normally be returned through the original payment method where reasonably possible.

2. Web Hosting Services

Eligible new web hosting accounts may qualify for a refund within the applicable refund period stated on the relevant hosting plan or order page.

Unless otherwise stated, the refund period begins from the date the hosting service is activated.

Refunds may be subject to the following conditions:

- The request must be submitted within the applicable refund period.
- The service must be cancelled before the refund is processed.
- The account must not have been involved in abuse, fraud, spam, malware distribution, phishing, illegal activity or other violations of our Terms of Service.
- Any applicable non-refundable fees may be deducted.
- Previous refunds or promotional credits may affect the amount refundable.

Unless specifically stated otherwise, renewals are not covered by a new money-back period.

3. Domain Names

Domain registration fees are generally non-refundable.

Once a domain name has been successfully registered, renewed, transferred or otherwise submitted to the relevant registry or registrar, the associated registration or renewal fee is normally non-refundable.

This applies even if the customer subsequently decides not to use the domain name.

Customers should verify the domain name and registration period before completing an order.

Where a registry or registrar permits a cancellation, deletion or refund under its own policies, EasyNet.my may process the applicable refund after receiving the corresponding refund from the registry or registrar, where applicable.

4. Domain Transfers

Domain transfer fees are generally non-refundable once a transfer request has been submitted to the relevant registrar or registry.

If a transfer fails before the fee has been consumed by the applicable registrar or registry, EasyNet.my may, at its discretion, provide a refund or account credit.

5. VPS, Dedicated Servers and Other Server Services

VPS, dedicated server, colocation, cloud and other infrastructure services may have different cancellation and refund conditions.

Unless a specific service agreement or product page states otherwise:

- fees are generally non-refundable once the service has been provisioned;
- setup, installation and configuration fees are non-refundable;
- allocated server resources may continue to incur charges until the service is cancelled;
- unused portions of a billing period are not automatically refundable; and
- promotional or discounted services may have different cancellation conditions.

6. Setup, Migration and Professional Services

Fees for services such as:

- website migration;
- server setup;
- account configuration;
- technical assistance;
- custom configuration;
- software installation; and
- other professional or manual services

are generally non-refundable once the work has commenced.

7. SSL Certificates, Licences and Third-Party Services

Fees for third-party products or services, including SSL certificates, software licences, security products and other externally supplied services, may be non-refundable once provisioned or activated.

Where a third-party provider permits a refund, EasyNet.my may process the refund in accordance with that provider's rules.

8. Promotional and Discounted Services

Services purchased under promotional pricing, special offers, coupons or discounted packages may have additional refund restrictions.

Promotional credits, bonuses, free domains or other promotional benefits may be deducted from an approved refund where reasonably applicable.

9. Account Credits

Where appropriate, EasyNet.my may offer account credit instead of a cash refund.

Account credits may be used toward future EasyNet.my services and may be subject to an expiry period or other conditions communicated at the time the credit is issued.

10. Suspension or Termination for Abuse

No refund will normally be provided where an account or service has been suspended or terminated due to:

- spam;
- phishing;
- malware;
- fraud;
- hacking or attempted unauthorised access;
- distribution of illegal content;
- copyright or intellectual property violations;
- abuse of network resources;
- repeated Terms of Service violations; or
- other activities prohibited by EasyNet.my's Terms of Service or applicable law.

11. Cancellation Requests

Customers wishing to cancel a service should submit a cancellation request through the customer account area or another official method provided by EasyNet.my.

Customers should not assume that simply stopping payment or allowing an invoice to remain unpaid constitutes cancellation.

Cancellation requests should be submitted before the next billing date to avoid additional charges.

12. Refund Processing

Once a refund has been approved, processing time may depend on the payment method and financial institution involved.

EasyNet.my is not responsible for delays caused by banks, payment gateways or other third-party payment processors.

The amount actually credited to the customer's account may differ from the original payment due to payment processor charges, currency conversion or other applicable deductions.

13. Chargebacks

Customers should contact EasyNet.my before initiating a payment dispute or chargeback where possible.

Unauthorised chargebacks may result in:

- suspension of services;
- termination of the customer account;
- cancellation of associated services; and/or
- recovery of applicable administrative or payment processing costs where permitted by law.

14. Exceptions

Nothing in this policy is intended to exclude or limit any refund, remedy or consumer right that cannot legally be excluded or limited under applicable Malaysian law.

EasyNet.my may consider exceptional circumstances on a case-by-case basis.

Approval of an exceptional refund does not create an obligation to provide the same exception in future cases.

15. Changes to This Policy

EasyNet.my may update this Refund & Cancellation Policy from time to time.

The latest version published on our website will apply to purchases made after the effective date of the updated policy, subject to applicable law and any contractual commitments already in place.

16. Contact Us

For cancellation or refund enquiries, please contact EasyNet.my through the official contact details published on our website.

EasyNet.my

Website: <https://easynet.my>