

EASYNET INTERACTIVE (001224414-A)

Refund & Cancellation Policy

Effective Date: 19 August 2026

1. General

Refund eligibility depends on the type of service purchased. A payment does not automatically qualify for a refund merely because a customer decides not to use the service.

2. Web Hosting

Eligible new web hosting accounts may qualify for a refund within the applicable refund period stated on the relevant hosting plan or order page. The request must be submitted within that period and the service must be cancelled before processing.

Refunds may be refused or adjusted where the account has been involved in abuse, fraud, spam, malware, phishing, illegal activity or other Terms of Service violations.

3. Domain Names

Domain registration and renewal fees are generally non-refundable once submitted to or consumed by the relevant registry or registrar. Any registry- or registrar-permitted refund will be handled according to the applicable provider's rules.

4. VPS, Dedicated Servers and Infrastructure

Unless a specific product or agreement states otherwise, VPS, dedicated server, cloud, colocation and other infrastructure fees are generally non-refundable once provisioned. Setup, installation and configuration fees are generally non-refundable.

5. Setup, Migration and Professional Services

Migration, setup, configuration, technical assistance and other manual professional services are generally non-refundable once work has commenced.

6. SSL, Licences and Third-Party Services

Third-party products and services may be non-refundable once provisioned or activated. Where the third-party provider permits a refund, Easynet Interactive may process it in accordance with that provider's rules.

7. Promotional Services

Promotional pricing, coupons, free domains, credits and discounted services may be subject to additional restrictions. Promotional benefits may be deducted from an approved refund where reasonably applicable.

8. Account Credits

Easynet Interactive may offer account credit instead of a cash refund. Such credit may be subject to expiry or other conditions communicated when issued.

9. Abuse and Termination

Refunds will normally not be provided where services are suspended or terminated because of spam, phishing, malware, fraud, hacking, illegal content, intellectual property violations, resource abuse or other prohibited activity.

10. Cancellation

Customers should submit cancellation requests through the customer account area or another official method. Simply stopping payment does not constitute cancellation. Cancellation should be requested before the next billing date.

11. Refund Processing

Approved refunds will normally be returned through the original payment method where reasonably possible. Processing time may depend on banks, payment gateways and other financial institutions. Currency conversion or applicable processor charges may affect the amount received.

12. Chargebacks

Customers should contact Easynet Interactive before initiating a payment dispute where possible. Unauthorised chargebacks may result in suspension, termination and recovery of applicable costs where permitted by law.

13. Legal Rights

Nothing in this policy excludes or limits any refund, remedy or consumer right that cannot legally be excluded or limited under applicable Malaysian law.

14. Changes

Easynet Interactive may update this policy from time to time. The latest version published on the website will apply subject to applicable law and existing contractual commitments.

Contact Information

Easynet Interactive
09-03, Kenwingston Business Centre, Cyber 9,
63000 Cyberjaya, Selangor
+603-88006603
<https://easynet.my>