



Returns and Refunds Policy

Thank you for shopping at Geo IT Services.

Please read this policy carefully. This is the Return and Refund Policy of Geo IT Services.

Domain Products

Refunds can be issued on domains purchased in error if you notify us within 24 hours of completing the purchase. After this period the domain will remain registered to you for a minimum 12 month period. Cancelling a Domain Subscription will only cancel the next renewal, the domain will remain under your control until expiry.

Hosting Products

Refunds can be issued for hosting if you notify us of a service purchased in error within 24 hours of completing the purchase. No refunds are provided for hosting services beyond the 24 hour grace period. All Monthly hosting services have a 6 month minimum term.

Termination before the end of the term, will result in a cancellation charge or charge of the full remaining balance. Set-up and transfer fees are none refundable, but you can contact us to stop or reverse the transfer.

Website Products

We issue refunds for digital products within 30 days of the original purchase of the product if faulty.

Design Services

These services will be quoted and a non-refundable deposit requested. We will require complete payment after review of a demonstration. After payment has been confirmed the design will be installed.

We recommend contacting us for assistance if you experience any issues receiving or downloading our products.

Contact us

If you have any questions about our Returns and Refunds Policy, please contact us:

By email: accounts@geo-it-services.co.uk

By support ticket: <https://account.geo-it-services.co.uk/myTickets>