

30-Day Money Back Guarantee:

NPN offers an unconditional 30-day money back guarantee that covers cancellations of a web hosting, developer hosting or reseller hosting account made during the first 30 days of service, due to the inability to deliver satisfactory services. As a part of our mission to achieve industry-leading customer satisfaction, the customer will be refunded all hosting charges by the same means the initial payment was made, minus any set-up fees which are non-refundable.

NPN retains the right to refuse customers to take part of the 30-day money back guarantee program for reasons of abuse prevention of this program to returning customers who made use of the 30-day money back guarantee program on a previous occasion. The guarantee does also not apply for accounts suspended or cancelled within the first 30 days for reasons of misuse, abuse, or any others reasons which allow us to cancel or suspend an account by the Terms of Service.

Domain name registrations are always non-refundable.

Any pre-sales questions regarding the 30-day money back guarantee should be forwarded to sales@nbn.com.np. Any other questions regarding the 30-day money back guarantee should be send to cancellation@nbn.com.np.

Date of activation of this policy: 02 July 2008

Version of this policy: 0.2