



Hosting & Domains - Delivery Policy

Refined IT Pty Ltd

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1. Definitions

- 1.1. "Customer" means the person or entity who ordered services provided by Refined IT Pty Ltd.
- 1.2. "Customer Service" means the relationship between Refined IT Pty Ltd staff and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.3. "Registry" refers to person(s) or entity(ies) responsible for providing registry services. These services include customer database administration, zone file publication, DNS and DNSSEC operation, marketing and policy determination in regards to a top level domain name. A Registry may outsource some, all, or none of these services. Different registries exist for different TLDs.
- 1.4. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has signed up to use. This can include, but is not limited to, the provisioning of space on one of our 3rd party servers and a connection to and from the internet for web, email hosting and/or FTP services to function at the level specified in the chosen service level, domain name registration or transfer or renewal, SSL, VPS and SMS services.
- 1.5. "Synergy Wholesale" means Synergy Wholesale Pty Ltd.
- 1.6. "Refined IT" means Refined IT Pty Ltd.
- 1.7. "WHMCS" refers to Refined IT's customer account, billing and management portal, available online at <https://whmcs.refinedit.com.au>

2. Acceptance

- 2.1. The Customer signified acceptance of our Terms of Service, as well as our Delivery Policy, Privacy Policy and any applicable Registrant Agreement, when they submitted their order to Refined IT for Services, and that order was accepted.
- 2.2. The Customer acknowledges that they are solely responsible for ensuring that all Service(s) are in full compliance with this policy, and that they are solely responsible for the files and applications that have been uploaded and executed.

3. Web Hosting Deliverables

- 3.1. Hosting Services purchased through WHMCS via credit card, eWay or Paypal will be automatically provisioned within 1 business day of purchase. The customer will receive notification when the hosting space has been provisioned and username and password and login details for these services is automatically delivered to the registered email address in the WHMCS account.
- 3.2. Hosting Services purchased through WHMCS via EFT transfer will be provisioned within 2 weeks of purchase due to the requirement to manually reconcile the payment in our banking system. The customer will receive notification when the hosting space has been provisioned and username and password and login details for these services is automatically delivered to the registered email address in the WHMCS account.
- 3.3. Hosting Services where activation is required instantly can be provisioned without payment by contacting Refined IT on (08) 9200 3488. All requests for instant provisioning will be approved at the discretion of Refined IT management and a fee may be applicable for this service depending on the time and date of the request.
- 3.4. All Hosting Services run over annual subscriptions where they are automatically renewed every 12 months.

4. Domain Name Deliverables

- 4.1. Covered under the .au Registrant Agreement & gTLD Registrant Agreement.

5. SSL Certificate Deliverables

- 5.1. SSL certificates purchased through WHMCS via credit card, eWay or Paypal will start the setup process within 1 business day of purchase once payment has been automatically verified. The next step required to complete the setup process falls back on the customer unless the certificate setup is managed by Refined IT staff.
- 5.2. Once the setup process has been completed, the certificate and business must be verified for authenticity, this process can take 1 hour or a maximum of five business days depending on your website configuration and business information.
- 5.3. This verification process is not completed by Refined IT, it is completed by a 3rd party therefore it is entirely out of Refined IT's control and Refined IT has no capability to expedite this process. If the customer is having difficulty, Refined IT can assist in all stages of SSL certificate creation, verification and installation however a fee may be payable for this service.
- 5.4. The verification process is completed using government and financial records including the use of data firms such as Dun & Bradstreet to verify validity of the business.
- 5.5. Typical timeframe for SSL certificate purchase, setup and deliver is 1 business day.
- 5.6. SSL certificates are an annual subscription, which require renewal every 12 months. (in which the verification process may need to be completed again).

If you have any questions about this agreement, please contact our Customer Service team via email at support@refinedit.com.au