

Cancellation Terms

Effective from October 26, 2026

1. Introduction

These terms explain how to cancel the services of **BEST-HOSTING s.r.o.**, company ID 28823036, with its registered office at Brněnská 700/25, 500 06 Hradec Králové, Czech Republic (“we” or “us”). Detailed rules are set out in our General Terms and Conditions (the “Terms and Conditions”). If there is any conflict, the Terms and Conditions prevail.

2. How the Subscription Works

- We provide our services (web hosting, email hosting, virtual servers, server housing, Raspberry Pi hosting and domain registration) for a prepaid period that you choose in your order.
- Before the period ends, we send you an email with a payment request for the next period. You can also find it in the customer administration.
- We never charge your payment card or bank account automatically. We only use the credit in your administration automatically if you have set it as the payment method for the service.
- Your service is renewed when you pay the payment request.

3. How to Cancel a Service

- **Cancellation request:** send us a request through the customer administration or an email to podpora@best-hosting.cz at least 15 days before the end of the paid period (Art. 12.1 of the Terms and Conditions). We will stop sending you payment requests and the service will end at the end of the paid period.
- **Unpaid payment request:** if you do not pay the payment request, the service ends at the end of the paid period even without a cancellation request.
- **Contract for an indefinite period:** you can terminate it with a 30-day notice period, which starts on the first day of the calendar month following the delivery of your notice (Art. 12.2 of the Terms and Conditions).
- **Account cancellation:** after all your services have ended, you can ask us to cancel and anonymize your customer account using the Cancel account button in the administration.

Before your service ends, back up your data and move it elsewhere if needed (Art. 8.31 of the Terms and Conditions).

4. What Happens After a Service Ends

- **Web hosting and email hosting:** mailboxes stop working at the end of the period. We delete the website, databases and emails about 2 months after the end of the period.
- **Virtual server:** we shut down the server at the end of the period. If you do not pay within 30 days of the payment request, we permanently delete the data on the server and the contract ends (Art. 12.4 of the Terms and Conditions).
- **Server housing and Raspberry Pi hosting:** the service ends at the end of the period. Please contact support to arrange the pickup of your device.

- **Domain:** an unpaid domain enters a grace period under the registry rules (usually 30 days for .cz domains). After that, it is deleted and becomes available for registration by anyone (Art. 12.3 of the Terms and Conditions).
- **Backups:** we do not keep backups after a service ends (Art. 8.18 and 12.5 of the Terms and Conditions).

5. Refunds

- Payments are non-refundable unless the Terms and Conditions, the law or an offer on our website expressly state otherwise (Art. 9.14 of the Terms and Conditions). If you cancel a service before the end of the paid period, we do not refund the unused part.
- **Domains:** we pay domain registration, renewal and transfer fees to domain registrars and registries, so they are non-refundable.
- If a money-back guarantee is expressly stated for a service on our website, the conditions stated for that service apply.
- Otherwise, refunds are only possible when a consumer withdraws from the contract under section 6.

6. Withdrawal by a Consumer

If you are a consumer, you can withdraw from a contract concluded online within 14 days of its conclusion without giving any reason, unless the service has been fully provided with your consent before this period ends (Art. 12.5 of the Terms and Conditions).

- Send your withdrawal in writing to our registered office or electronically through the customer administration. You can use the model form below, but you do not have to.
- We will refund the fees paid within 14 days of receiving your withdrawal, unless agreed otherwise.
- A domain registration is performed and fully provided right after payment, so you cannot withdraw from it.

7. Contact

- email: podpora@best-hosting.cz
- phone: +420 491 618 519
- address: BEST-HOSTING s.r.o., Brněnská 700/25, 500 06 Hradec Králové, Czech Republic

Model Withdrawal Form

To: BEST-HOSTING s.r.o., Brněnská 700/25, 500 06 Hradec Králové, Czech Republic,
podpora@best-hosting.cz

I hereby give notice that I withdraw from the contract for the provision of this
 service:

Ordered on:

Order or invoice number:

Administration login:

Name of consumer:

Address of consumer:

Bank account for the refund:

Date and signature (only if this form is sent on paper):