

Payment Disputes and Chargeback Policy

Last Updated: 14 March 2026

Company Registration Number: 17091516

ICO Registration: Pending

1. Purpose

This policy explains how **Zentrix Hosting Ltd** handles payment disputes, chargebacks, and fraudulent transactions.

This policy forms part of our **Terms of Service**.

2. Payment Responsibility

Customers agree to ensure that:

- all payment information provided is accurate
- the payment method used is authorized
- sufficient funds are available to complete transactions

Customers are responsible for ensuring that payments for services are made on time according to their billing cycle.

3. Payment Disputes

If a customer believes a charge is incorrect, they must contact Zentrix Hosting **before initiating a payment dispute**.

Customers can contact us at:

legal@zentrrixhosting.com

We will investigate and resolve billing issues as quickly as possible.

4. Chargebacks

A chargeback occurs when a customer disputes a payment through their bank, card provider, or payment processor instead of contacting us directly.

Chargebacks are considered a **serious breach of our billing terms**.

If a chargeback occurs, Zentrrix Hosting reserves the right to:

- immediately suspend all services
- terminate the customer account
- block future service orders
- recover chargeback fees and associated costs

5. Chargeback Fees

If a chargeback is initiated, the customer may be responsible for:

- the original transaction amount
- payment processor dispute fees
- administrative costs associated with resolving the dispute

These costs may be recovered through legal means if necessary.

6. Service Suspension During Disputes

While a payment dispute is active:

- services may be **immediately suspended**
- hosted content may become inaccessible
- account access may be restricted

Services will not be restored until the dispute has been fully resolved.

7. Fraud Prevention

Zentrix Hosting uses automated fraud detection systems to help prevent fraudulent orders.

We reserve the right to:

- request identity verification
- cancel suspicious orders
- delay service activation pending verification

Orders flagged as high risk may be rejected.

8. False or Abusive Chargebacks

Customers who submit **false, abusive, or fraudulent chargebacks** may have their accounts permanently banned.

Zentrix Hosting may also report fraudulent chargeback activity to payment processors and fraud prevention databases.

9. Governing Law

This policy is governed by the **laws of England and Wales**.

Contact Information

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