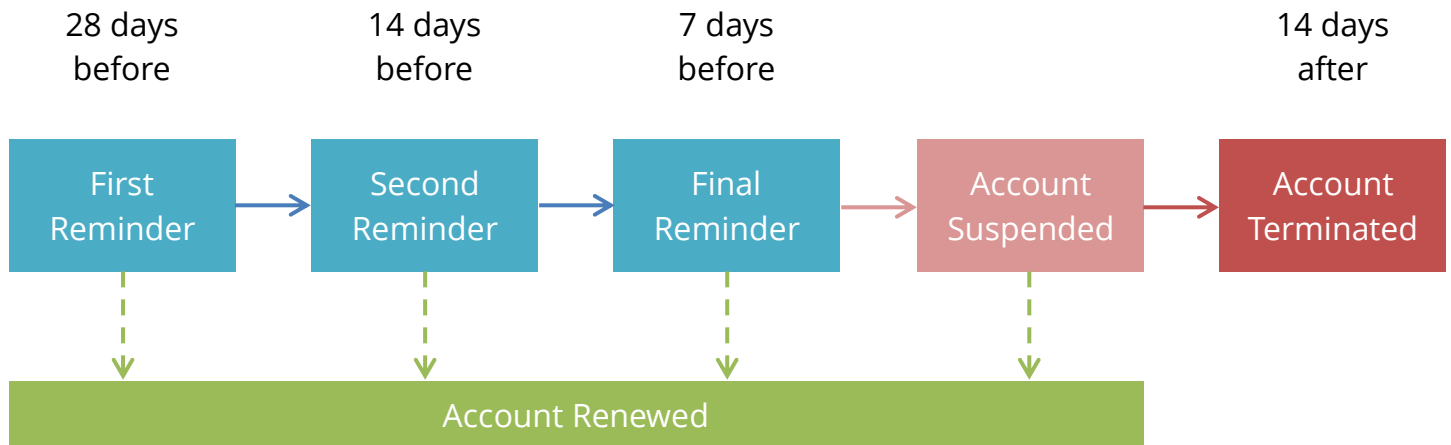


Renewing Your Hosting

Issue 3 (01 January 2018)

Process Overview



Reminders

Webetecture will send the customer a number of reminders on the run up to the renewal date, until the account has been renewed.

These reminders will be delivered via email to the email address provided by the customer at initial registration.

The reminders you will receive are as follows:

- | | |
|-----------------|--|
| First Reminder | 28 days before your renewal date, you will receive an email reminding you of your accounts renewal date. |
| Second Reminder | Your second reminder will come on or about 14 days before your renewal date. |
| Final Reminder | Your third reminder will come on or about 7 days before your renewal date. |

If you do not renew your hosting before the renewal date, the hosting account shall be suspended.

Renew Your Hosting

Renewing your hosting plan for another year could not be easier, either:

- Follow the renewal link in any of the renewal reminders sent to you
- Login to Webetecture and renew your account via your control panel.
- Use one of the PayPal links below, we'll pick it up, renew your account and send you a confirmation email

| Plan | Charge | PayPal Payment Link |
|---------------|--------|----------------------------|
| Standard | £29.88 | Click Here |
| Premium | £41.88 | Click Here |
| Business | £53.88 | Click Here |
| Business Plus | £71.88 | Click Here |

If you want to renew your account for longer than 1 year, then amend the quantity (increment by 1 for each full year you require), and we'll ensure your renewal date is amended accordingly.

If you would like to discuss your renewal, you can contact us at hosting@webetecture.co.uk.

Cancellation

In the renewal email is also an option to cancel your hosting renewal.

On opting to cancel your hosting contract, your hosting contract will continue to be active up until the renewal date; you will continue to receive the renewal reminders (in case you change your mind), and then on reaching renewal date the account shall be terminated.

Suspension

Your hosting account will be suspended, all associated services deactivated, and customer access revoked at midnight on your renewal date, if payment has not been received beforehand, and you will receive an email alerting your attention to the suspended status of your account.

Please note:

If you chose to renew after your account has been suspended, there will be an administrative fee charged (£15) to reactivate the account, in addition to account renewal fees.

Should the customer require access to the server after suspension, this can be arranged, and the administration fee of £15 will apply.

If you intend to renew, you will have fourteen days to contact Webetecture, make payment and pay the administrative fee.

If you do not want to renew, but want to download a copy of files, emails, databases, statistical data etc. stored on the server, then the customer must do this before suspension. Once suspended, access can be granted for a limited time for the administrative fee of £15.

Termination

Fourteen days after your account has been suspended, if we have not received any intention to renew and associated payments from the customer, the hosting account will be terminated.

Please note:

Once an account has been terminated, it can never be restored, no files, data or information is kept 'just in case'. Once it is gone: it is gone.

Change History

| Date | Issue | Details |
|------------|-------|---|
| 20/05/2014 | 1 | First issue. |
| 01/07/2016 | 2 | Updated to take account of new hosting plans, and to align with new renewal process. |
| 01/01/2018 | 3 | “Renew Your Hosting” updated to align with new hosting plans for 2018. Updated “Reminders” section to remove daily server generated “Automatic Reminders”. |