

HAMMERWEB HOLDINGS, LLC
dba Affordable Web Design, ePrivate Schools, eMobileMe,
Steamboat Hosting & Telluride Websmith & Mountain Websmith

Refund Policy

All sales are final.

Since Hammerweb Holdings is offering non-tangible irrevocable services we do not issue refunds once the order is accomplished and the service is provided. As a customer you are responsible for understanding this upon purchasing any of our services..

However, we realize that exceptional circumstance can take place with regard to the character of the product we supply.

Therefore, we do honor requests for the refund on the following reasons:

- non-delivery of the product: due to some mailing issues of your e-mail provider or your own mail server you might not receive a delivery e-mail from us. In this case we recommend contacting us for assistance. Claims for non-delivery must be submitted to our Billing department in writing within 7 days from the order placing date. Otherwise the service will be considered received;
- major defects: although all the applications/services are thoroughly tested before release, unexpected errors may occur. Such issues must be submitted for our Technical Support Team's approval. We keep the right to rectify the error or defect within 14 days. If any deficiency is approved and we fail to correct it within 14 days from the date of the initial complaint letter or any other notification provided by a Customer, the refund will be issued to the customer in full without any compensations or reimbursements. OR, at customer's choice, replacement of the application of the same or around the same value can be offered; Please be advised that temporary access to your server (if we are not hosting your website/application) can be requested by our technicians in order to identify and fix the possible issues with our services. Failure to provide such access in a timely manner may result in a delayed resolution of the issue. Refusal to provide access to your sever will result in your inability to qualify for a refund.
- service not-as-described: such issues should be reported to our Technical Support Department within seven days from the date of the purchase. Clear evidence must be provided proving that the purchased service is not as it is described in your agreement with Hammerweb Holdings or any of its divisions. Complaints which are based merely on the customer's false expectations or wishes are not honored.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund/return/exchange requests based on incompatibility of our applications with third-party software (plug-ins, add-ons, modules, search engines, scripts, extensions, etc) other than those which are specified as compatible in a description available on the preview page of each

application. We don't guarantee that our products are fully compatible with any third-party programs and we do not provide support for third-party applications.

Our Technical Support Team is always eager to assist you and deliver highly professional support in a timely manner. Thank you for purchasing our products.

Contact Us

Technical Support:

support@Hammerweb.net

Billing Questions:

billing@Hammerweb.net

Phone:

866-892-6822

Please allow 12-24 hours for our Support Team to get back to you on any reported problem.

Requests for a refund are accepted by email to billing@Hammerweb.net within the period of one week after the fee for service(s) are initially paid. You should accompany this request with detailed and grounded reasons why you apply for a refund. Please make sure your request does not contradict your service agreement with Hammerweb Holdings or any of its respective divisions.