Term, termination and cancellation of products

Administration · https://kyzoe.be/en/docs/term-termination-and-cancellation-of-products/

Term and payment

Every product at **Kyzoe Hosting** has a fixed term. Depending on the product, you either pay in advance for the full term or opt for monthly payment. At the end of the initial term, the product is renewed automatically unless it is terminated in time.

You can find an overview of the terms per product in your **client area** via https://kyzoe.be/klantenpaneel

Upgrading and downgrading

An **upgrade** can be requested at any time and takes effect **immediately**. You will have the new package specifications the very same day.

You can also request a **downgrade** at any time, but it will be carried out **at the end of the current contract period**. Until then, you will continue to use the current package specifications.

You request upgrades and downgrades via the **Kyzoe Hosting client area**.

Termination

When you terminate a product, the service ends on the **end date of the current agreement**. After this date, the hosting package is deleted or the domain name is cancelled.

Private customers can **terminate their subscription monthly** after the first renewal, in accordance with Belgian consumer law.

Business customers are bound by the agreement until the end of the agreed term, as provided for in Belgian contract law.

Cancellation and right of withdrawal

Private customers have the right to withdraw from the agreement within **14 calendar days** of purchase, in accordance with the Belgian Code of Economic Law. In that case, the product is discontinued and any amounts already paid are credited. This applies to all products except domain names, which are registered immediately at your request.

The right of withdrawal does not apply to **business customers**.

A termination that has already been scheduled can be cancelled up until **before the end date** via the client area. After termination, all associated data is deleted. Domain names are then placed in quarantine at the registry.

We strongly recommend making backups of your website and email data in good time.

Below is an overview of the terms.

- Domain names per year or multi-year
- Shared hosting packages per year or multi-year
- WordPress hosting packages per year or multi-year
- Unmanaged VPS servers per year or multi-year
- Microsoft 365 licences per year.