Refund policy

We reserve the final decision on refunds, based on the situation and reason for cancellation. The general rule is, if there is an issue on your server, our staff will dedicate themselves to fixing it. Any delays that prevent you from using your server will be credited, and issues that we are simply unable to solve will be refunded. It is important to note that refund requests based on information that was included in the terms of service or clearly available on our website will always be refused. The best example of this is if you have purchased a server that is geo-located and needed a server that is physically available. Please issue a request to our support staff before making such a purchase, if you are unsure.

General refund guidelines

We will not refund or credit under the following circumstances:

- Geo-location or mistake in location
- Failing to ask a question on the nature of our services, or a particular spec or configuration.
- Account termination or suspension due to non-following of our Terms of Service.
- Account termination or suspension due to any kind of illegal activity.
- Changing your mind

Server delivery times

Servers are usually delivered between 1-3 business days from payment confirmation*. Some locations may take a little longer, particularly with Tier 3-5 locations. The day of your payment does not count as a business day.

You may leave a message to the ticket support systems 24/7, 365 days, however our active time are as follows: 9am – 10pm AWST

Note that our staff is limited during the week-end and Holidays. Answers will still be made in order of arrival, but may take a little longer to process, depending on the amount of requests received.

*A payment is considered confirmed once fraud check has been passed successfully. Most of the time this is done instantly. We reserve the right to request proof of identity if we receive indication from one of our payment processors that a transaction appears to be fraudulent before proceeding with server delivery. This process is by-passed for returning customers after one successful payment.

Ticket support ETA

The ticket system is enabled 24/7. This does not mean that you will receive an immediate response. Tickets are treated in order of arrival and of latest answer. This means that frequently "bumping" your ticket by repeated queries will potentially slow down your response time. Please note that tickets are not to be seen as live chat, and immediate responses are very rare. Our support staff is most active during the above hours, but we will frequently extend those hours when the need arises.

Re-installation fees

Unless your server comes with one of our management consoles (limited to certain European locations), an OS re-installation fee of $30 will be charged at our discretion.

Licenses and panels

When you purchase a server from NPipes, you have the option of choosing a Linux or Windows install, as well as multitude of control panels. Some of these add-ons have a cost attached to them, while others don't.

As a general rule:

- If you are opting for a Linux distribution, there are no OS costs whatsoever. Any costs incurred are for extra panels, which will then come with an activated license.

- If you are opting for a Windows OS, you are paying for the Windows License. Any control panels you select will usually come unlicensed, and you must obtain said licenses directly from the panel publisher.