MarsVM - Refund, Cancellation and Complaint Policy

Rules for support, complaints, refunds, service cancellation and consumer rights.

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Document type: Refund, cancellation and complaint policy

This document describes how MarsVM handles complaints, refund requests, service cancellation and customer communication.

1. Awareness of rules and document relationship

• The user must read this document before using the service. Lack of knowledge of rules, policies or technical limits does not excuse violations.

• MarsVM documents complement each other. If a general policy and a specific document differ, the more specific or stricter rule applies.

• If the user is unsure how a rule applies, they should contact support before running the service or activity.

2. Complaint and support contact

identification, problem description and requested solution.

3. Service complaints

• MarsVM will assess complaints based on available technical logs, service status, plan, outage scope and service rules.

• A complaint does not apply to issues caused by customer configuration, VM content, third-party intervention, rule violation or software installed by the customer.

• MarsVM may offer a fix, service extension, credit, partial refund or another reasonable solution depending on the issue.

4. Refunds

• A refund is not automatic and is assessed according to the service type, usage period, cause of the issue and legal obligations.

• Payment is usually not refunded if the service was activated and used, if the customer violated rules, or if the issue was caused by customer configuration.

• If there is an erroneous duplicate payment or a technical failure on the MarsVM side, MarsVM will remedy the situation in a reasonable way.

5. Service cancellation

• The customer may request service cancellation through the customer panel where available or through

support.

• Before cancelling a service, the customer must back up their data. Data may be deleted after cancellation.

• Cancellation of a Free VM or a service violating rules may not create any compensation claim.

6. Consumer rights

• If the customer is a consumer, their statutory rights under applicable law apply.

• For a digital service, the right of withdrawal may be limited if the consumer agreed to performance starting before the withdrawal period expired and was informed about the consequences. Before publication, add exact wording matching your payment and order flow.

7. Handling and changes

Send complaints and refund requests to support@marsvm.com . Include the account e-mail, service

MarsVM tries to handle complaints without undue delay. This document may be updated when services, payment processes or legal requirements change.