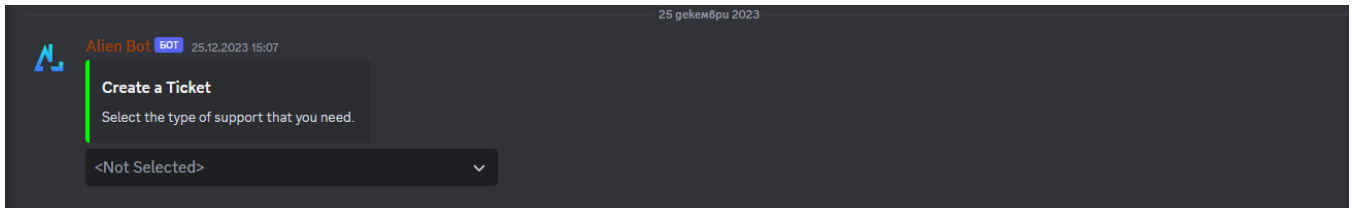


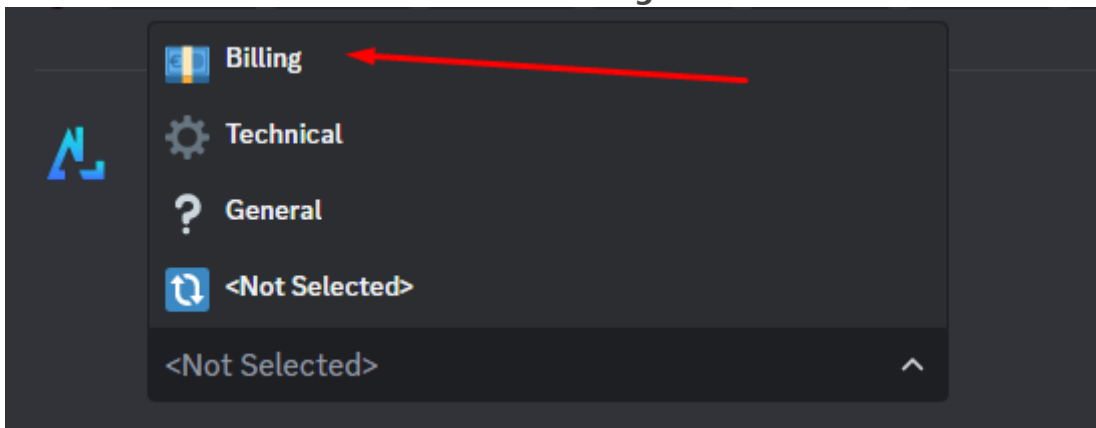
Requesting a refund

In order to request a refund for a server, you have purchased in the last 72 hours can be done in the following way.

1. Make sure your **Discord account** is **linked**
2. Go to Discord and click on **alienhost-support** channel, you will see the following:



3. Click on **<Not Selected>** and choose **Billing**:



4. A new ticket will be created, and you will be pinged in it, please provide the Name of your server which you want to be refunded, and our staff members will initiate the refund for you as quick as possible.

Your server must be purchased within 72 hours and you may only request a refund once per week to prevent refund abusing. Shall you be caught abusing this, you will be permanently blocked from using our services.

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