Refund, Cancellation, and Domain Exit Policy

Effective date: October 25, 2026 | Version: 2026-10-25

This policy explains Sections 3-8, 10, and 12 of the Terms of Service. Nothing here removes a refund or cancellation right required by law.

1. What you pay and when

You pay $69 at checkout, plus any applicable tax shown before payment. There is no setup fee or annual commitment. That payment covers creation and your first month of website service, starting when you have approved the website and we verify it is publicly accessible at the agreed domain.

You are not charged another $69 at publication. After verified publication, we activate monthly renewal. The next $69 payment is due one calendar month later, then monthly until cancelled. Your dashboard and confirmation show the exact date, time, time zone, and tax. If a month does not contain your billing anniversary day, renewal falls on its last day.

2. How to cancel

Open your account dashboard, choose Cancel subscription, and confirm. No phone call or reason is required. Cancel before the next displayed billing time to stop that renewal. We confirm the cancellation and the time hosting ends. If the dashboard is unavailable, email hello@aldensites.com; we record when we received your request and reasonably verify your authority.

Your website stays available through the paid period unless you request earlier unpublication or a lawful security or breach-related suspension applies. Ordinary cancellation does not create a partial-month refund. A renewal taken after a timely cancellation will be reversed or refunded. Domain transfer and account deletion are separate actions; neither is required to cancel billing.

3. Before publication and if we cannot deliver

You may cancel an order any time before Verified Publication for a full initial-payment refund.

If we cannot deliver the purchased website, we refund the initial payment and related tax in full. We do not deduct Stripe fees or the cost of an included domain.

If the website is not verified as published within 30 calendar days after the initial payment, we cancel and refund unless you affirmatively agree before then to a specific later deadline. Waiting for customer materials or approval does not trigger automatic monthly charges. An agreed extension does not remove your right to cancel before publication.

We initiate refunds within five business days after they become due. Your payment provider controls when the funds appear. We send a confirmation with the amount and reference.

We do not offer a separate 14-day satisfaction guarantee. This policy still allows refunds required by law, correction of billing errors, and refunds when Alden ends service for its convenience before the paid period finishes.

4. What happens to your website and files

Hosting ends at the paid-through time, and the Alden-hosted site may then be taken offline. You keep your rights in your own materials and the continuing license to use, edit, and host the delivered static website for your business.

On request through your account or by email to hello@aldensites.com during service or within 90 calendar days after service ends, we will provide your complete static website export within 10 business days, without an export fee. The export includes the delivered website's HTML, CSS, JavaScript, and assets we are authorized to transfer, your supplied files still held by us, delivered customer-specific text, your business-data record, and a list of third-party assets with known license and transfer limits.

The export is the delivered static website, not Alden's broader template library, source repositories, build tools, or internal business systems. Third-party services, accounts, and nontransferable assets are not transferred by the export; any applicable asset restrictions will be identified. Hosting and external service arrangements after departure are your responsibility.

Materials needed for a timely export request remain available until the request is fulfilled. The export window is not a promise to erase every record after 90 days. Accounting, consent, dispute, security, and backup records are handled under the Privacy Policy and applicable retention rules.

5. What happens to your domain

You remain the domain registrant. Cancelling hosting does not take away registration time already paid for. An eligible renewal due while your paid subscription remains active is still included under the $15 annual domain-cost limit. After service ends, you must arrange and pay for future renewals.

Within five calendar days of an authenticated domain request, we provide available transfer information or explain the specific restriction and next step. This is a response standard, not a guarantee that the registrar completes a transfer within five days.

Request domain handoff through your account or by email to hello@aldensites.com. We will explain the expiration date, current renewal settings, and account-transfer or registrar-transfer steps. We do not hold your domain to collect subscription debts, and routine release assistance has no Alden exit fee. Another registrar may charge its own fee. Some transfers are temporarily restricted by registrar or ICANN rules; we will explain the restriction and available alternatives, such as DNS changes or an internal account transfer. Do not wait until the domain expires to begin the handoff.

If an unfulfilled website order is refunded after we registered your included domain, we still release the domain to you and do not deduct its cost from the refund. Registration privacy, dispute, expiration, and recovery rules remain subject to the registrar and applicable policies.

6. Failed renewal payments

We notify you if payment fails. You have 14 calendar days after the failed renewal payment to update payment before suspension for nonpayment. A retry does not restart that period. The notice gives the retry information and exact suspension time. If you cancel during that unpaid grace period, we stop future retries for that renewal, waive that renewal balance, and end courtesy access. We do not keep adding new monthly charges after termination. Cancellation and domain-release assistance remain available even if hosting is suspended.

7. Included maintenance and extra requests

The plan includes one consolidated change request per quarter covering up to five minor edits within the existing layout. Each additional change request costs $49 for up to five minor edits, plus applicable disclosed tax; larger projects and redesigns are quoted separately. Extra work requires affirmative purchase approval. Unused requests do not roll over; corrections of Alden errors and necessary technical fixes do not use the allowance.

Each quarter is a consecutive three-month service period beginning at Verified Publication and each three-month anniversary thereafter. Your account shows the applicable request period.

8. Contact

Alden Sites. 244 Church Street, Lake Helen, Florida 32744. hello@aldensites.com. Request a callback through our website contact form. Your dashboard provides your current paid-through time, next billing time, cancellation status, and export and domain-support routes.