

Right of withdrawal

If you choose to cancel your order, you may do so within 14 days from the date you received your payment receipt, without giving any reason.

To exercise your right to cancel, you must inform us of your decision. To ensure immediate processing, we recommend you use [Report a Problem](#) to cancel all items, with the exception of domain names, Premium SSL, Enterprise Cloud, and Web Design services, which can be cancelled by contacting Matts Support. Subscriptions or plans can only be cancelled following the initial subscription or plan start, and not upon each automatic renewal. You also have the right to inform us using the model cancellation form below or by making any other clear statement. If you use Report a Problem, we will confirm receipt of your cancellation without delay.

To meet the cancellation deadline, you simply need to send your communication before the 14-day period has expired.

Effects of cancellation

We will reimburse you no later than 14 days from the day on which we receive your cancellation notice. Reimbursement will be made using the same means of payment you used for the transaction, and you will not incur any fees for such reimbursement.

Exceptions to the right of withdrawal

Your right to cancel does not apply to: Domain registrations, SSL certificates, or Website Design services that have been delivered or partly delivered; Third-party licenses or services that have been activated or issued on your behalf. If you requested immediate activation of your hosting service or renewal (e.g. automatic provisioning or renewal upon payment), you acknowledge that this service begins immediately and that your 14-day withdrawal right is waived once delivery starts.

Model cancellation form

To Web Design Matts, Hosting Matts Support, 1/6 Loaning Crescent, Edinburgh, UK
rightofwithdrawal@matts.co.uk:

I hereby give notice that I withdraw from my contract for the following:

[INSERT ITEM ID, ITEM NAME]

- Ordered on [INSERT DATE] / received on [INSERT DATE]
- Name of consumer
- Address of consumer
- Email address of consumer
- Date