



## RIGHT OF WITHDRAWAL

# Your right of withdrawal — what it means and how to use it

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## What is the right of withdrawal?

As a private customer, you have the statutory right to cancel a service you have ordered online — without giving a reason. You have 14 days to do so, starting from the day on which the agreement was concluded. This right applies exclusively to consumers (private individuals). Business customers do not have the right of withdrawal.

We appreciate it if you let us know why you are cancelling, but you are under no obligation to do so.

## Which services does the right of withdrawal apply to?

The right of withdrawal applies to most services we offer, but there are exceptions. Below you will find an overview per service type.

### Web Hosting, WordPress Hosting, Email Hosting and Reseller Hosting

The right of withdrawal applies to these packages. You may cancel your order within 14 days of concluding the agreement. If you have started using the service immediately after ordering and have explicitly agreed to delivery commencing before the end of the withdrawal period, your right of withdrawal lapses once the service has been fully delivered.

Not sure whether a package is right for you? For these services we also offer a [30-day money-back guarantee](#) — even outside the statutory withdrawal period, we are happy to work with you if a package does not turn out to be the right fit.

## Domain names

When a domain name is registered, costs are incurred immediately with external registrars. Because these costs cannot be reversed, the right of withdrawal does not apply to domain names. This is a personal service that is delivered immediately and irreversibly.

## Managed VPS, SSL certificates and additional server management

These services are already cancellable on a monthly basis — you do not need the right of withdrawal for them. You can cancel an active subscription at any time via our client portal, effective at the end of the current calendar month.

## Microsoft 365

Microsoft 365 packages are purchased specifically for you from an external supplier. Once the licence has been created, the costs have been incurred by us and cannot be recovered. The right of withdrawal does not apply to this service.

## Software licences for Managed VPS

Software licences purchased on your behalf for your Managed VPS environment — such as operating systems, control panels or security software — are sourced specifically for your server from external suppliers. Once a licence has been activated, the costs are irreversible. The right of withdrawal does not apply to these licences.

## Other services involving irreversible costs

For services where we have demonstrably incurred costs that we cannot recover from our suppliers, the right of withdrawal does not apply either. We will always inform you of this before or at the time of concluding the agreement.

## Misuse of services

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The right of withdrawal is intended to protect consumers acting in good faith. If we detect misuse during or after the withdrawal period — such as sending spam, phishing or other forms of misuse of our infrastructure — we reserve the right to offset the resulting damages against any amount to be reimbursed, or to pursue a separate claim for compensation. In serious cases, we may terminate the service with immediate effect in accordance with our general terms and conditions.

## How to exercise your right of withdrawal

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You can notify us of your withdrawal by sending an email to [info@xynta.nl](mailto:info@xynta.nl), or by contacting us via the chat in our client portal at [mijn.xynta.com](https://mijn.xynta.com) or [orbit.xynta.com](https://orbit.xynta.com) when you are logged in.

Please include your name, order number and the service to which the withdrawal relates. We will always ask you to confirm your identity before processing the withdrawal — we do this to ensure that no changes are made to your account without your knowledge. We will send you a confirmation by email as soon as possible.

## Reimbursement

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Once we have received and confirmed your withdrawal, we will refund all amounts already paid as soon as possible — and in any case within 14 days. We do not charge any costs for this, unless irreversible costs have been incurred for services purchased specifically for you, as described in the sections above.

We always reimburse via the original payment method. If reimbursement via the original payment method is not possible — for example because the method does not technically support refunds — reimbursement will be made by bank transfer. In that case, we will contact you to request your bank details.

## Model withdrawal form

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You are not required to use a specific form, but if you find it helpful you may use the text below as the basis for your withdrawal notice. Send it by email to [info@xynta.nl](mailto:info@xynta.nl) or via the chat in our client portal.

*To: xYnta Hosting B.V., [info@xynta.nl](mailto:info@xynta.nl)*

*I/We (\*) hereby give notice that I/we (\*) withdraw from our agreement for the provision of the following service:*

*Service: [name of the service]*

*Order number: [your order number]*

*Ordered on: [date of order]*

*Name: [your name]*

*Address: [your address]*

*Date: [date of withdrawal]*

*(\*) Delete as applicable.*

## Contact

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Do you have a question about the right of withdrawal, or are you unsure whether your situation falls under it? Please feel free to get in touch — we are happy to think along with you.

- **xYnta Hosting B.V.**
- Kapitein Luidingaflat 26
- 3333 CM Zwijndrecht
- The Netherlands
- Email: [info@xynta.nl](mailto:info@xynta.nl)
- Phone: +31 85 400 6666
- Chamber of Commerce: 64691675

**The current version of this document is always available at:**

<https://www.xynta.com/en/legal/withdrawal>

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