Policies

Support Policy

How DanumHost provides technical, billing, and sales support, our support hours, and what we expect from customers.

---

1. Purpose

This is DanumHost Limited's ("DanumHost", "we", or "our") Support Policy. The purpose of this Support Policy is to clearly lay out DanumHost's support policies and procedures so that all customers have a clear understanding of what can be expected of us and what we expect of you, our valued customer, in connection with our delivery and your use of the Services (as defined in the Terms of Service). We ask that every customer read these policies and familiarize themselves with them. We look forward to providing quality support for all your hosting needs. Capitalized terms used but not defined in this policy have the meaning given to them in our Terms of Services, located at: https://danumhost.co.uk/knowledgebase/.

2. Backup of Data

Before attempting to troubleshoot any issue yourself or engaging us to assist with Service issues, please BACKUP ANY AND ALL DATA. DanumHost is not responsible for any data loss or corruption, including that resulting from: (i) our authorized actions, (ii) those actions you take using the Services, (iii) hardware failures, or (iv) any software or other technology failures.

Although we make daily backups, we cannot guarantee the information you require will be as up to date as the data lost.

3. Methods of Support

Support Generally. Support we offer is included as a Service. We do not charge for responding to technical support tickets, phone calls or LiveChat but we do expect you to abide by the terms of this Support Policy and our other Policies when utilizing this Service.

Technical Support Tickets. This is our primary support system. Almost ALL issues will require the submission of a trouble ticket. This is our preferred method because of the ability to track issues to resolution and give us time to properly review and research problems. Please do not submit multiple tickets about the same problem as that simply creates confusion. If you need to add information to an existing ticket, please do so in the existing ticket by logging into the support system or by replying to the ticket email.

4. Customer Relationships

We strive to provide you with courteous, professional, and technically accurate support. Although we understand how frustrating technical problems can be, we ask that you treat us with respect, and we will do the same in return. Our ultimate goals are the same, providing you with accurate support in a timely manner. If you feel you have been treated unfairly or have any other complaints, you may contact us to reach a supervisor directly. Our

dedicated support team will be the same point of contact for you however should this not be possible an alternative support adviser will step in during the meantime, to which then will resume to your original point of contact when possible.

5. Support Hours

The timeframes below are when the applicable method of support is provided. You can of course submit tickets outside this time frame, but answers may not be received until business hours resume.

6. Technical Support Tickets

7 days a week

Support Tickets: Monday-Sunday 8:00AM - 6:00PM GMT/BST

7. Billing and Sales Support

Billing and Sales tickets are handled as quickly as possible. Please see our Refund and Billing Policy, located at: https://danumhost.co.uk/knowledgebase/, for more information regarding DanumHost's billing policies. You can view invoices and update your payment method by accessing the customer portal located at: https://danumhost.co.uk/.

Downloaded from https://danumhost.co.uk/knowledgebase/article/policies-support-policy on 31-OCT-2026 11:22AM

