



Cloudora Terms and Conditions

Cloudora Websolutions, trading as Cloudora · cloudora.org.uk · Last updated: 23 October 2026

1. About us

Cloudora.org.uk is operated by **Cloudora Websolutions**, trading as Cloudora.

Business address: Crown Street, London W3 2XL

Contact email: support@cloudora.org.uk

These terms apply to purchases made through Cloudora.org.uk. Please read them before placing an order.

2. Orders and payment

You must provide accurate billing, contact and order information.

The price, service description, duration and any recurring charges will be displayed before you purchase.

Payment must be received before processing begins unless we agree otherwise.

Your contract begins when we confirm acceptance of your order. If we cannot fulfil an order, we will notify you and refund any payment taken for the unfulfilled purchase.

3. Processing and delivery

An order is processed when we begin the work needed to fulfil it, such as registering a domain, provisioning hosting or activating a service.

Delivery and activation times will be stated where available. Please contact us if your order has not arrived or been activated within the timeframe given.

4. Refunds and cancellations

Once an order has been processed, we do not offer discretionary refunds for a change of mind, except where required by law.

Processing an order does not, by itself, remove any statutory cancellation or refund rights.

If you are purchasing as a consumer, you may have a 14-day cancellation period for services bought online, beginning the day after the contract is made.

If you expressly request that a service starts during that period and then cancel, we may charge a proportionate amount for the service supplied, where the law permits. Your cancellation right ends once the service has been fully performed only where the required express consent and acknowledgement have been obtained.

For digital content supplied without a physical medium, your cancellation right ends when supply begins only if you have expressly consented to immediate supply, acknowledged the loss of that right and received the legally required confirmation.

Where required, we will obtain these consents separately during checkout. Agreeing to these terms alone does not replace them.

To cancel, send a clear statement to support@cloudora.org.uk, including your name and order number. You may use the cancellation form below, but you do not have to.

Nothing in these terms removes your rights where goods, digital content or services are faulty, not as described or otherwise fail to meet legal requirements. Any legally required refund will be made within the applicable statutory deadline.

5. Domains and third-party services

Please check domain spellings and service selections carefully before ordering.

Domain registrations, transfers and renewals depend on availability and the relevant registry's rules. Any additional third-party terms that apply will be identified before purchase.

Once completed, these purchases may be non-refundable for a change of mind, subject to your statutory rights.

6. Subscriptions and renewals

Your order will state whether a service is for a fixed term, renews manually or renews automatically.

Any automatic renewal arrangements, renewal charges and cancellation steps will be explained before purchase. You may stop future renewals using the method stated in your order confirmation or by contacting us.

Cancelling a renewal does not normally create an entitlement to a refund for the current paid period, except where required by law.

7. Your responsibilities

You are responsible for keeping account credentials secure and ensuring that you have permission to upload, publish or use any content associated with your account.

You must not use our services for unlawful activity, fraud, malware, spam, infringement of intellectual property rights or activity that compromises our systems or other customers.

Unless your purchased package expressly includes backups, you are responsible for maintaining suitable copies of your data.

8. Availability and support

We will provide services with reasonable care and skill.

Maintenance, technical faults and third-party outages may occasionally affect availability. Any specific uptime or support commitments will be stated in your purchased package.

If a problem occurs, contact support via the website with your order details and a description of the issue.

9. Suspension and termination

We may suspend services where reasonably necessary because of overdue payment, a serious breach of these terms, a security threat or a legal requirement.

Where practical, we will explain the reason and provide a reasonable opportunity to resolve the issue.

Urgent security or legal concerns may require immediate action.

Any termination and refund arrangements remain subject to applicable law. If we end a prepaid service for our own convenience, we will refund the unused portion.

10. Liability

We are responsible for foreseeable loss or damage caused by our breach of these terms or failure to use reasonable care and skill.

Nothing in these terms excludes or limits liability for fraud, death or personal injury caused by negligence, or any liability that cannot legally be excluded or limited.

Your statutory consumer rights remain unaffected.

11. Privacy

Our Privacy Policy explains how we collect, use and protect personal information. Please read it before submitting personal information through our website.

12. Changes to these terms

We may update these terms for future orders. The version accepted when you placed your order will continue to apply to that order unless a change is required by law or agreed with you.

13. Complaints and applicable law

Please send complaints to support@cloudora.org.uk, including your order number and the outcome you are seeking.

These terms are governed by the laws of England and Wales. If you are a consumer living elsewhere in the UK, you retain any mandatory protections and rights to bring proceedings in your home jurisdiction.

Optional cancellation form

To: **Cloudora, Crown Street, London W3 2XL**

I give notice that I wish to cancel my contract for:

Service or product: _____

Order number: _____

Date ordered: _____

Customer name: _____

Customer address: _____

Date: _____

Signature, only if submitted on paper: _____