Right of withdrawal

The right of withdrawal enables private individuals to cancel a service that is purchased via the internet. The period within which this is possible is up to 14 days after the agreement was concluded. You are not obliged to state a reason for the cancellation, although we would appreciate it if you did.

One of the ways a private individual can revoke the agreement is by submitting a ticket through Mijn Hostnet (https://mijn.hostnet.nl/). Alternatively, he or she can use the withdrawal form (https://www.hostnet.nl/documenten/formu-lier-voor-herroeping.pdf).

After Hostnet has received the notification, the private individual will receive a confirmation by email. All amounts already paid will be repaid free of charge as soon as possible, but no later than within 14 days after a private individual has exercised the right of withdrawal.

Exemptions from the right of withdrawal:

- Business customers are excluded at all times from the right of withdrawal.