

Chargeback Authorization Form

| | Account Information |
|---|--------------------------------|
| *Customer ID | |
| *Contract ID | |
| *First Name | |
| *Last Name | |
| Company Name | |
| Mailing address | |
| Telephone Number | |
| *Email Address | |
| *Credit card (last 4 digits)/PayPal email address | |
| *Amount in Dispute | \$ _____ |
| *Date | |
| *Authorized Signature or By checking this box, I hereby agree to be bound by my electronic signature. | <input type="checkbox"/> _____ |

* Fields with an asterisk are required. Unless all required information is provided and verified, we cannot execute your request.

THIS REQUEST AND ANY ACTIONS TAKEN IN RESPONSE THERETO BY IONOS INC. (IONOS) IS GOVERNED BY THE TERMS OF IONOS'S GENERAL TERMS AND CONDITIONS OF SERVICE (THE "GT&C"). THE GT&C CAN BE FOUND AT WWW.IONOS.CA.

By signing above, I hereby agree that the charges in dispute(s) are valid, and that if IONOS, Inc. loses the dispute(s), I also agree to be billed a \$20 CAD chargeback fee per dispute lost.

Instructions

- Fill out all information listed under Account Information, including customer ID, contract ID, first name, last name, email address, credit card (last 4 digits), amount in dispute, and the date.
- For more information regarding the information that may be on file with your account, please visit the [IONOS Help Center](#).
- Be sure to sign the form in the authorized signature spot or check the box to be bound by your electronic signature. Unsigned or incomplete requests will not be accepted.
- Fax the completed request form to: 1-610-560-1507

Chargeback Authorization Form

Please complete the required information and fax form to:
610-560-1507

Refer to the link below to change the details in the account.

<https://www.ionos.ca/help/my-account/>

Supplemental Terms

1. IONOS may decline any request for any reason whatsoever, in its sole and unfettered discretion. IONOS reserves the right to request additional information and or documentation prior to carrying out the request in its sole discretion.
2. The individual listed under *Account Information* (the "Account Owner") represents and warrants that he or she has the full and complete authority to initiate the actions requested pursuant to this form (the "Requested Actions") and, as further set forth in the GT&C, releases, discharges, and agrees to indemnify IONOS from any and all claims arising from the Requested Actions. The Account Owner further warrants and represents that the information on the form is correct.
3. The Account Owner authorizes IONOS to take any actions necessary to effectuate the Requested Actions.

Documentation Required for Certain Requests

Generally, IONOS will refuse requests which are not initiated with the consent of the individual whose name is listed on the account. If your account is a personal account (i.e., there is no company name on the account), please provide the following, in addition to the information requested above:

- Copy of a valid and current government-issued photo ID matching the individual name and contact information listed under *Account Information*.

If your account is in a corporate name (i.e., there is a company name on the account), please provide the following:

- A letter requesting the chargeback, on company letterhead, matching the address given for the account under *Account Information*, signed by an officer or other individual authorized to act on behalf of the corporation.
- A certified copy of the company documents demonstrating that the individual serves in an officer capacity or is otherwise authorized to act on behalf of the corporation.