



Your Number 1 Partner in Growth

FORM
CANCELLATION AND TERMINATION OF
WEB HOSTING PACKAGES

12Group

Chamber of Commerce (KvK): 86515047

Website: 12group.nl

Hereinafter referred to as: "12Group"

1 - Client details (holder of the web hosting package)

Client name:

.....

Company name (if applicable):

.....

Address:

.....

.....

Postal code and city:

.....

Email:

.....

Chamber of Commerce number of the client (if applicable):

.....

Client telephone number:

.....

Invoice number of your most recently received invoice relating to these services:

.....

2 - Web hosting package(s) to be cancelled or transferred

Please list below all web hosting services you wish to cancel or transfer.
If you wish to cancel or transfer more than five (5) packages, please complete an additional form.

Web hosting package 1 (package name / domain / server):

.....

Web hosting package 2:

.....

Web hosting package 3:

.....

Web hosting package 4:

.....

Web hosting package 5:

.....

3 - Type of request (tick one)

- Cancel / terminate web hosting (services will be permanently discontinued)
 - Transfer to another party (migration)
 - Transfer to 12Group (management and ownership with 12Group)
 - Transfer to client (full management to the client)
 - Transfer to a third party (enter name/details below):
-

4 - Transfer to third party (if applicable)

Name of third party:

.....

Company name of third party:

Chamber of Commerce number (if applicable):

.....

Email address of third party:

.....

Address of third party:

.....

Postal code and city of third party:

.....

5 - Reason for cancellation / transfer (optional)

6 - Backups, preparations and optional additional work

The client is fully and exclusively responsible for making all necessary preparations before submitting this cancellation form, including - but not limited to - the following:

- Creating, verifying, and securing complete backups of:
 - website files;
 - databases;
 - email accounts;
 - email messages (including inboxes, sent items and archives);
 - configuration files, logs and other data;
 - Preparing any migration to another hosting provider;
 - Preventing inaccessibility of websites and email;
 - Preventing data leaks, security incidents, third-party misuse, or loss of functionality after termination;
 - Modifying, removing or securing integrations with external systems, DNS settings, APIs or applications.

The client expressly acknowledges and accepts that 12Group has **no obligation whatsoever** to perform the above tasks unless a separate written assignment has been agreed upon and confirmed in writing by 12Group at additional cost prior to submission of this cancellation form.

All work performed by 12Group other than administrative cancellation or termination of the hosting package(s) shall be considered additional work and will be invoiced separately at the applicable rates. These invoices must be paid unconditionally and on time.

If the client fails to make the above preparations, all consequences, risks, and damages shall be entirely and exclusively at the client's expense and risk.

12Group cannot be held liable in any way for inaccessibility, data loss, security incidents, third-party misuse, reputational damage, or any other negative consequences resulting from insufficient preparation by the client.

Financial settlement

- All outstanding invoices must be paid in full prior to processing this request.
- Any remaining contract terms, subscription fees, or additional work costs remain fully payable until final termination.

7 - Declaration, risk acceptance and indemnification

(IMPORTANT: SIGN ONLY AFTER CAREFUL REVIEW)

By signing, the client expressly declares and confirms the following:

7.1 Awareness and risk acceptance

The client declares full awareness of all technical, legal, and commercial risks associated with cancellation of web hosting services and accepts these risks fully and without reservation.

7.2 Client responsibilities

The client is fully, independently, and exclusively responsible for timely creating, verifying, and securing all data stored within the hosting services, including but not limited to:

- website files
- databases
- email accounts
- email messages (inbox, sent items, archives)
- configuration files, logs and other data

12Group has no obligation to create, store, or restore backups unless agreed otherwise in writing.

After receipt and processing of this form, hosting services may be irreversibly terminated and all data may be permanently and definitively deleted.

Recovery is not possible, not even partially.

The client declares that all necessary backups have been created and verified prior to submission of this form and fully understands and accepts the consequences of termination.

7.3 Exclusion of liability and indemnification

The client fully, unconditionally, and irrevocably indemnifies 12Group against any liability, claim, or damages arising from or related to:

- cancellation, termination, or transfer;
- missing or insufficient backups;
- data loss, downtime, or loss of functionality;
- inaccessibility of website or email;
- cyber incidents, mail fraud, DNS abuse, or third-party actions;
- errors or omissions by the client.

The client expressly waives the right to hold 12Group liable, to the extent permitted by law.

7.4 Limitation of liability (if legally required)

If liability cannot be fully excluded, it shall be limited to a maximum of the amount paid by the client to 12Group in the three (3) months preceding cancellation. This limitation applies cumulatively to all damages.

7.5 Increased burden of proof

The burden of proof that 12Group has committed an attributable breach lies entirely with the client.

7.6 General Terms & Conditions and Supplementary Web Hosting Terms

You confirm that you have taken note of and agree to:

- the General Terms and Conditions of 12Group;
- the Supplementary Terms and Conditions for Web Hosting Services of 12Group.

If you wish to receive a copy of these documents, you may contact us.

The General Terms and Conditions and the Supplementary Terms and Conditions are also available for download on the 12Group website (www.12group.nl).

8 - Priority, communication and final discharge

This form prevails over emails, tickets, chats, and verbal commitments.

This cancellation form constitutes the complete, exclusive, and exhaustive agreement between the parties regarding cancellation, termination, and/or transfer of web hosting services.

1. **No rights from prior communication**

No rights or claims may be derived from previous communications or statements.

2. **Legal succession**

Signing this form is binding on the client and all legal successors.

3. **Final discharge**

By signing, the parties declare that they have no further claims against each other and grant each other full, final, and irrevocable discharge regarding all rights and obligations relating to the hosting services.

9 - Client signature

Name (block letters):

.....

Position within the company (if applicable):

.....

IMPORTANT:

The client declares that this cancellation form has been completed fully and accurately to the best of their knowledge.

By signing, the client confirms having read, understood, and unconditionally accepted Section 7 "Declaration, risk acceptance and indemnification" and all other provisions.

The client fully acknowledges the consequences of cancellation of hosting services, including irreversible termination and permanent deletion of data, and accepts all associated responsibilities, risks, exclusions of liability, and indemnifications in favor of 12Group.

Signature:

Date:

.....

.....