

Customer Service Policy

At HostGator, our goal is to provide exceptional customer support and ensure a smooth and positive experience with our hosting services. This policy outlines the scope and limitations of our customer service.

Before trying to fix any issues yourself or asking HostGator for help, please backup your data to your local computer. HostGator is not responsible for any data loss or damage caused by our troubleshooting, your actions, hardware problems, or software failures.

1. Support Scope

Our support team is dedicated to assisting customers with issues related to:

- HostGator hosting account setup and management
- Domain registration and management (including DNS configuration)
- Email setup and troubleshooting within HostGator services
- Website hosting environment issues (e.g., server uptime, performance)
- Control panel (cPanel) navigation and use
- Billing and account-related inquiries

2. How to Get the Most from Our Support

To help us provide timely and effective support, please have the following ready when contacting us:

- Account information (username, domain, registered email)
- Detailed description of your issue or question
- Any relevant screenshots or error messages
- Steps you have already taken to address the issue

3. Support Channels and Availability

HostGator customer support is available via:

- 24/7 Live Chat - Click anywhere on the CHAT bubble in the lower right-hand corner of our website to initiate a chat session. For security reasons, we ask that you refrain

from sharing any sensitive information during the chat session, such as full credit card numbers and passwords.

- Phone – Our phone support is available by calling (866) 964-2867 between the hours of 8 AM to 12 midnight (Eastern time). Our international phone number is 713-574-5287. Please note that phone support is not offered to customers on the Starter, Basic, Hatchling plans, or those with domain/email-only services.

4. Scope of Support:

We strive to resolve all eligible support requests as quickly as possible. Some issues may not be resolved immediately and could require escalation to a higher tier of support for further investigation and resolution. The scope of support depends on the product or service purchased. [For issues outside our support scope](#) (such as some custom coding issues), we will do our best to guide you towards relevant resources or third-party specialists.