

Update on our pricing

From: notification@hetzner.com
To: hetzner@jensjabari.dk
Subject: Update on our pricing
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Your client number: K0822623722

Dear Mr Frederik Jeppesen

This mail is to inform you about an unfortunate, but necessary price change that we must make.

There have been drastic price increases in various areas in the IT branch recently. That is why, unfortunately, we must also increase the prices of our products.

The costs to operate our infrastructure and to buy new hardware have both increased dramatically. Therefore, our price adjustment will affect both your existing products and new orders.

The underlying causes of the increased costs are, among others, the exploding demand for AI-related computing power and for cloud services. In addition, raw material prices and production costs have also generally risen for manufacturers. The costs for RAM and SSDs especially have risen by a large amount. For example, the cost for DRAM memory has increased up to 500% since September 2025. And according to market researchers like TrendForce, this price trend will continue throughout the year.

We have genuinely tried hard to optimize our costs and to prevent increasing our prices for as long as possible. But we can no longer compensate for the strain that it has placed on our operations. We want to continue to deliver quality products that meet both our standards and your expectations, so we must take this step.

The price changes will take effect on 1 April 2026 for both new orders and existing products. For orders placed before 1 April 2026, but delivered after 1 April 2026, the adjusted prices will apply.

The following existing products, listed under the customer number specified in the subject line, are affected by the price increase as follows.

Product	previous price	New price as of 1 April 2026
CX31 (HEL1)	€ 9.20	€ 11.99
Snapshot (per 1 GB/ Month)	€ 0.0110	€ 0.0143

all prices excl. vat

We know that price changes are always a challenge for everyone. However, we believe that our products' prices and conditions still have a competitive price-to-performance ratio.

We have prepared a list of all new prices for you on Hetzner Docs at <https://docs.hetzner.com/general/infrastructure-and-availability/price-adjustment>. Starting on 1 April 2026, the new prices will also be on our website.

If you do not wish to continue your contract, you can cancel the products within the regular cancellation periods via your administration interface.

We hope that you will be able to understand and accept our decision, and that we are sorry that we have to change our prices.

If you have any questions, we will be happy to help. Please log onto your account and go to "Support" in the menu and create a support request.

Kind regards,

Hetzner Online

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