



## **1. general information:**

1.1 Hosting provides server rentals.

1.2 The equipment used to provide hosting services is located in specially equipped data centers.

1.3 Server rental is a service to provide space and resources on the server equipment to accommodate the client's desired resource.

1.4 Hosting - a resource that helps to place the server in official data centers and monitor the payment and performance of the server.

1.5. Client - a user of our hosting.

## **2. Services provided, contract, payment for services:**

2.1 The contract for the use of our services comes into effect from the moment the client orders the service. Payment and rates for services are determined by the terms of the contract between the client and the hosting. The contract expires according to the paid period.

2.2 The contract for server hosting is drawn up for at least 30 days.

2.3 Payment for services is made automatically through the website.

2.4 When the client pays for the service, the exchange rate is set by the hosting.

2.5 Customer releases Hosting from all claims of third parties regarding the data provided by Customer.

2.6. Hosting is not responsible for the safety of the data on the client's page/server. Once the client's data has been uploaded to the server, the client **MUST** make a backup copy of this data.

2.7. The client is also aware that there is a possibility of data interception on the Internet, and the client accepts this risk factor. Hosting is not responsible for breach of confidentiality of emails or other transmitted information

2.8 Hosting does not accept liability for breaches occurring within the Internet. Also, we are not responsible for damages or their consequences caused directly or indirectly by the client's page / server.

2.9. Under no circumstances will Hosting be liable to the client for possible consequential damages. Indirect damage includes total or partial suspension of operations, loss of revenue, profit or reputation, but is not limited to the above factors. The client also agrees to indemnify the hosting company against third party claims directed towards him (the client).

### **3. Protection of the client's information/published data:**

3.1 Hosting undertakes to maintain the confidentiality of the customer's information obtained from him when placing an order. However, if he/she violates the laws, the hosting has the right to transfer the customer's personal data to the competent authorities.

3.2 The client agrees to comply with copyright (Copyrights), patent regulations, do not violate the rights of third parties. In cases where the client violates the above rules or violates the current legislation, as well as in cases of negative presentation of information about third parties or non-compliance with moral standards, causing public outrage, hosting reserves the right to block the client's site / server and termination of the contract with him.

3.3 Hosting reserves the right to block the account / server of the client, if this account / server causes failures or malfunctions in the technical site or servers of other customers.

3.4 Violations of these rules will result in immediate blocking of the client's site/server.

### **4. technical support:**

4.1. E-mail support is provided for customer consultation before ordering and after ordering additionally via system ticket.

4.2 Support is available 24 hours a day.

4.3 Support does not administer your server, and does not provide support to third parties. Support provides you with a game server, and you take care of the administration. (Exception - additional services.)

4.4. Support only maintains the game server in working condition, without any additional explanations.

4.5. Hosting provides additional assistance in writing server updates, creating a website/forum, installing the necessary software for the game server according to the tariff plan.

4.6. The virtual server client has unlimited number of server reinstallations per day.

### **5. Refunds and contract termination:**

5.1 Refunds are only available if the server is inoperable due to our fault and for actual unused days.

5.2 Refunds will be made within 30 business days.

5.3 A fee is also deducted from the refund amount.

5.4. You must open a ticket in the panel to start the refund process.

5.5. No refunds will be made from a personal account.

5.6. Refunds are not possible in the following cases

- A clear violation of the terms of service described in this offer.
- Suspicion of fraud on the part of the customer.
- Inability of the client to configure the server by himself.
- The server was borrowed for a few days for any purpose.
- Inappropriate behavior, insults from the client with the consequent blocking of the server.
- Money was spent on roulette, buying mods or additional services.
- Poor quality of the client's Internet channel.

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