

HostOX Terms of Service 2017

Thank you for choosing HostOX, the below terms of service are the conditions set for using our services.

REGISTERING & ORDERING SERVICES

When signing up to HostOX you are legally accepting to follow these terms and conditions. We reserve the right to terminate, suspend or investigate any account not following these terms and conditions set out by HostOX.

FALSE INFORMATION & FRAUD

We do not accept false personal details or the usage of any other persons details without their prior permission. You agree that all information supplied is correct and will remain up to date upon any changes. If we do suspect or find false details we will only assume this is most likely down to fraudulent activities and suspend/terminate the account at once.

WHAT WE WILL NOT ALLOW

We do allow most things, but there is a short list of what will not be tolerated on any server hosted by HostOX.

- **Nullled scripts / software**
- **Torrents, keygens, hacks, patches or any hacking related websites**
- **Documentation breaking a certain countries law / government documentation**
- **IRC Bouncers**
- **SHOUTcast server scripts - Mass mailing scripts**

Any usage of banned scripts or materials will result in immediate account

suspension or termination with no refund given.

SERVER USAGE

All of our servers are monitored, and this mainly applies to Shared and reseller users. It may transpire that you are more suited to a managed server if your usage should remain high.

The maximum ram you can use on your account is 2GB you are also allocated 100% usage of 1 full CPU core.

We are unable to provide higher usage on shared / reseller accounts due to the potential effects of other users, at the stage of out growing your account you will need to upgrade.

MASS MAILING

Mass mailing is permitted on our networks, however we restrict accounts to 100 emails per hour by default.

The maximum limit we can offer is 300 per hour, for higher usage you will need to move to a managed server plan.

Spam mail is not permitted and all mail sent is required to be compliant with current spam rules, should we have reports of spam email being sent via an account on our servers you will be suspended.

LATE PAYMENTS

We understand from time to time payments may not be made on time. We allow 3 days for a payment to be due, and then a late fee of £2 is added. If agreed by submitting a ticket or contacting us before hand, we can ensure no late fee is added and grant you any time needed for you to pay your bill. If you do not get in touch, this late fee cannot and will not be waived.

LATE PAYMENT TERMINATION

If a payment has gone past due for over 3 days the account suspension will remain

in place for a further 7 days. After a total of 10 days of an account being overdue it will automatically be terminated.

A restoration of files from our off site backup system after this requires an admin restoration fee of £25.

MANAGEMENT

Server management is provided with any listed managed services, however this does not include coding related problems where a web developer is required. Our server management covers updates and maintenance of the service hardware and software only.

PAYMENTS

Our methods of payments are Card, PayPal and BACS. We do allow wire transfers as a form of payment and postal orders, if you have another solution then do feel free to get in touch and we will do our best to help.

All prices on the site include VAT and can fluctuate only on the website and new orders.

We reserve the right to Suspend any account if a payment bounces.

Price increases will only be enforced upon you agreeing the increase via 30 days notice.

Card payments will be automatically taken up to 14 days before the invoice due.

CHARGEBACKS

We do not accept any chargebacks nor liability for third party clients causing chargebacks to you. If a chargeback is received against your account, your server will be suspended within 1 hour.

We charge a fee of £25; for re-activation and unless this fee is paid, no data will be retrievable from the server (chargeback must also be dealt with or reimbursed to (HostOX).

SATISFACTION

We aim to please every client but understand this cannot always be possible due to a variety of reasons. If you feel you have been mis-treated, mis-guided or generally feel unsatisfied with your service then please do submit a complaint to [complaints\(at\)hostox.co.uk](mailto:complaints(at)hostox.co.uk)

GETTING IN TOUCH

You may find our contact information below or on our contact us page.

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