

VDSWARE

Terms of Service

General:

The Terms of Service (TOS) are the rules and regulations that specify guidelines for using our virtual hosting services. All use of our services is subject to these terms. Please read them carefully and ensure that you understand and agree to all parts. By using VDSWARE's services, you imply that you agree with all these terms! These terms may be changed at any time at the discretion of the company without advanced notice.

Disclosure:

The Subscriber agrees that the Company may disclose any and all subscriber information including assigned IP numbers, account history, account use, etc. to any law enforcement agent who makes a written request without further consent or notification to the Subscriber. This Agreement shall be construed in all respects in accordance with the laws of Egypt applicable to contracts enforceable in that country.

Payments and Fees:

VDSWARE may temporarily deny service or terminate this agreement upon the failure of subscriber to pay charges. Service will be suspended on accounts that reach two days past due. Service suspended for non-payment is subject to a reconnect charge of the greater of 20% or 25USD. Payments that are not collect-able by VDSWARE may be turned over to an outside collection agency for collection. In this case, you agree to pay all collection agency fees in addition to a 25% fee to VDSWARE. Such suspension will not relieve the subscriber from the responsibility of paying all accrued charges. Your data will be irrecoverably lost after 5 days from your service suspension.

Money-back Guarantee:

In case we failed to deliver what we promised or you didn't get what you expected, we offer you 7 days money-back guarantee with no questions asked. Money-back guarantee applies to new customers only. Money-back guarantee doesn't apply to paid control panel licenses, such as, cPanel and Directadmin. Money-back guarantee doesn't apply to dedicated servers offers. VDSWARE reserves the right to decline your refund request at the discretion of the company.

Third Party Software Licenses:

VDSWARE doesn't provide any Microsoft product licenses. You will have to license any Microsoft product yourself using your own license.

Service Cancellation:

To cancel your service, you must do that from your customer portal using the request cancellation feature with at least 2 days before the next invoice due date. You must provide all the needed information to cancel your service and invoices must be paid in full before the cancellation.

Fraud:

We require a valid information for every order. Please make sure your contact information is correct, which includes phone number and email address. A part of the verification process is to confirm order details, account and billing information. If we are unable to verify the information provided then the order will be immediately canceled without warning. All fraudulent orders will be followed up with the local and international authorities. VDSWARE reserves the right to immediately terminate your account and all associated services in case of payment dispute or charge-back.

Support:

VDSWARE provides self-managed service by default. We will only take care of the hardware and network connectivity. Any configuration of your VDS or 3rd party software support is not covered by our service.

Service Suspension:

VDSWARE reserves the right to suspend any virtual server if by the judgment of VDSWARE, a customer's server is the source or target of the violation of this agreement or for any other reason which VDSWARE decides. If inappropriate activity is detected, all accounts of the Customer will be deactivated until investigated. Prior notification to the Customer is not assured. In extreme cases, law enforcement will be contacted regarding the activity. The customer will not be credited for any outage or downtime as a result of such investigations. Your data will be irrecoverably lost after 5 days from your service suspension.

Content Responsibility:

You are solely responsible for the content stored on and served by your VDSWARE's virtual server. All servers offered by VDSWARE are not covered by any backup solution and data redundancy is not guaranteed. VDSWARE doesn't hold any responsibility for data loss due to hardware failure,

misconfiguration of your virtual server or any other reason. Therefore you have to periodically manage backups yourself.