



Quick2Host Terms of Service

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Best Prices – Fantastic Support

Quick2Host Terms of Service

Quick2Host - Terms of Service (TOS)

Use of Quick2Host's Service constitutes acceptance and agreement to Quick2Host's AUP (Acceptable Use Policy) as well as Quick2Host's TOS (Terms of Service). From herewith in this TOS, AUP, and SLA, the usage of "us", "we", "our", "ours" shall constitute reference to Quick2Host, the usage of "you", "your", "they", "them" shall refer to client / customer of Quick2Host.

Acceptance of Contractual Agreement

1. Client agrees that by placing an order either by means of electronic ordering (web order form) or submitting a written contract, and receipt of such order by Quick2Host, that you are agreeing to our TOS, AUP, and SLA. No Modifications of said contract by customer is allowed.

2. Quick2Host will provide, and Customer will purchase and pay for, the Services, and service fees specified in the Order for the applicable Service Description. Customer acknowledges that the service, and service fees have been communicated to the customer, and that they are aware of all applicable charges as per contract, AUP, SLA, and TOS. Customer also understands that any promotional offers unless specified in contractual terms will not be applicable to their individual service.

What may NOT be hosted on our network:

- Warez
- IRC
- Child pornography
- Copyrighted media, includes but not limited to: Video, Music, TV, Radio
- Hacking tools / material
- Anything that may harm us, the server, or anyone else (mentally, physically)

Network Uptime is the total time in a calendar month that Quick2Host network is available through the Internet, provided that Client has established connectivity. Quick2Host takes responsibility for Network availability within their network, however, we cannot be held liable for upstream problems, outside of our network. Our guarantee is that our Network will be available to clients free of Network Outages, that render 100% packet loss, 99% of each calendar month.

Network Outages or Unscheduled Downtime is any unplanned or unscheduled interruption in Service availability during which Client is unable to access the services as described in the section titled "Network Uptime" above. A Network Outage is defined as a period in which 100% packet loss to our network is experienced, which is determined to have been caused by a problem in Quick2Host's Network as

confirmed by Quick2Host. Downtime or outages are measured as the total length of time of the unplanned interruption in service availability in a calendar month.

Scheduled Downtime is any Quick2Host scheduled interruption of Services, for the purpose of network upgrades, or replacement of any equipment in order to provide for you better service. Scheduled downtime occurs during notified downtime periods, with as much advance warning as possible via e-mail with a minimum of 24- 72 hours notice.

SLA Network Violation Exclusions

Performance Credit exclusions: The following are excluded from the monthly calculation of Service Availability:

- Scheduled downtime.
- Problems outside of Quick2Host's network (upstream providers, or client's inbound connection) not effecting 100% loss to our network.
- Interruptions or failure of individual service caused by client, their employees, client's customers, etc. to their service. These include inaccurate configuration, 3rd party software, client abuse or over utilization of resources, hacked servers, attacks, exploits, server hardware failures or other users on server to cause the server to overload which may cause downtime. We will do our best to remove such offenders immediately.

Payments and Fees

Payment is due every 6 or 12 months by credit card or PayPal, an invoice will be raised and can be paid from the Client Area, please note that service may be suspended on accounts that reach 10 days past due, We do not charge late or re-connection fees.

Delinquent Accounts

Quick2Host may temporarily deny service or terminate this Agreement upon failure of Customer to pay charges when due. Such termination or denial will not relieve Customer of responsibility for the payment of all accrued service fees, or any collection fees.

Account Cancellation

All requests for canceling any service / services must be made in writing with at least 15 days notice but not more than 30 days prior written via email to support@quick2host.com include your domain name, last name on credit card in your email. For Dedicated Server accounts, since we need to commit to the hardware vendors, the notice period for cancellation is minimum 3 months, so that Quick2Host gets enough time to arrange another customer for the dedicated server.

Refunds and Disputes

All payments to Quick2Host are non refundable. This includes any setup fees and monthly fees regardless of usage. Once the account is setup, the charges for domain registration and hosting can not be refunded under any circumstances. Disputed charges to your credit card issuer, also known as charge backs, in Quick2Host's discretion which is valid, under the terms and conditions of our SLA, AUP, and TOS, will result in service interruption, and reconnection fees of not less than \$75 to restore the desired service.

Free Credits

Any service available for free to the customer, including the domain name is available only till the time the customer is hosted with us. If the customer wishes to move the services out of Quick2Host.com, the price for same has to be paid by the customer before making any transfer.

Quick2Host.com Web Hosting Services

A Unit of Vyom Technosoft Pvt. Ltd.