

Domain and Hosting Terms and Conditions

By logging into your account, or uploading files to it, you are indicating your acceptance of these Terms and Conditions.

§ 1. General Provisions

The following regulations contain provisions for hosting services provided by MZone Group. When Customer an order he confirms he is familiar with the contents of the Terms and Conditions and fully accepts and agrees to follow it.

In cases not covered by Terms and Conditions, please report any inaccuracies in our Helpdesk. Customer agrees to process MZone Group personal data provided during registration. MZone Group undertakes to respect the confidentiality of the data of the Customers in accordance with applicable law in the UK, where the company is registered.

§ 2. Use of the services and promotions

To start using our services, you must fill out a form contained on our website. Activating the hosting account will be in the interval from 5 minutes to 6 hours depending on the type of the order (Account Reseller, VPS and Dedicated Servers within 24 hours after the posted payment for the server). You can immediately activate an account with the duty operator via Chat or via our Helpdesk. Account reseller, VPS, dedicated servers and domain will be activated after receiving full payment for the service within 24 hours. If the note does not say otherwise, all promotions do not apply to servers: VPS, Dedicated, Reseller. It is forbidden to use the services in a manner inconsistent with the law, rules of social conduct and netiquette. If you use the Promotion, please read the rules of the promotion, or ask for details on our Helpdesk Operator or chat. If you wish to use services for game server (except for browser games), game Minecraft TeamSpeak servers and mailing - please contact us to discuss the details of the rules of use and to present relevant offers for this type of service.

In case of registration of national domains, .ie .co.uk, .uk, .de, .pl Registrar of the National Domain have the right to request from Customer confirm the data provided during registration and the Customer shall be obliged to comply with the procedures and guidelines required by the Registrar of the National Domain.

In the absence of confirmation data or failure to follow the procedures of the Registrar of the National Domain reserves the right to suspend access to domain.

These actions are completely independent of the procedures used by MZone Group and the company MZone Group has no influence on the procedures and guidelines used by the Registrar of the National Domain.

If Customer do not comply with requirements of the Registrar National Domain, and in the case of suspension or removed domain by Registrar National Domain from domain registry Customer do not have right to claim a refund from the company MZone Group for registration of the domain. Customer is solely responsible for acceptance and adaptation of the guidelines and requirements of the National Domain Registrar.

MZone Group allow the hosting of special sites (eg. erotic - not concerned pornography), content approved by our company and for the relevant type of server.

Free Account Test - the content is completely removed immediately upon expiry test date.

Test account is for testing services provided by MZone Group, has set the parameters, you can not restore data from a test account. In the case when Customer intends to use paid services provided by MZone Group must remember that it is not possible to upgrade a test account to a paid service from our offer, because the test account is a service completely independent service, non integrated with

paid services offered by MZone Group. If the Customer intends to use the content published on the Test Account must remember to backup content on their own account.
If you use free migration services on our servers, you can not downgrade your hosting package for a minimum period of 12 months.

§ 3. Fees

Resignation from using the services provided by the company MZone Group before the end of the subscription, unless this was due to reasonable fault of not entail refund the amount of the subscription.

Any increases or decreases in prices apply to all customers.

In the case of the Subscriber, who bought the account for a fixed-term, then the change in prices for the service will apply for Customer until the next billing cycle.

The subscription fee is the cost of using the services of MZone Group.

Fees for the next period must be made:

- Reseller accounts up to 7 days before the end of the previous subscription.
- Shared hosting accounts up to 2 days before the end of the previous subscription. To cancel the service, you must fill out a form available in Customer Panel
- In the event of failure to make payment within 7 days of the end of the subscription, the account will be deleted without being able to recover data previously placed on it.

Servers unpaid by the Subscriber are blocked after 24 hours, the release will take place only after full payment overdue fee and activation fee in accordance with current price list.

- If you would like to renew an expired domain which is after expiry date, before make any payment please contact Customer Support to determine the details of payment.

MZone Group does not assume any responsibility, if Customer has made payment for the domain after the date of expiry, if the domain is already in quarantine period and simple payment can not be taken for renew domain.

Any fees for the renewal of domains should be made a few days prior to their expiration.

For renewal domain from quarantine is an extra charge (except the fee for renewal) in the amount of £20+ VAT.

- If you wish to pay a fee for the service after the date of expiry, please contact the Customer Service
- If you want to downgrade service you must report the change to us at least two weeks before generating a current invoice.

In the event that the invoice is generated downgrade can take place only after payment of the current invoice.

- Access to backup - fee £20+VAT
- All payments to a bank account must be authorized by MZone Group
- All payments to be paid in the currency in which the invoice is generated
- MZone Group reserves the right to charge a fee of £20+VAT for unlocking suspended service for lack of payment, spam, using the service contrary to the regulations, the generated load causing server instability, and thus the services of other customers located on same server (in this case MZone Group can demand payment for damage caused)
- For Customer making payments for suspended hosting account because of a lack of payment, Customer must first contact MZone Group, for information about required amount of payment for unsuspending server.

Any unauthorized payments without an invoice may result in blocking access to the service.

The company does not assume any responsibility in the event of payment by the customer to the wrong bank account or improper PayPal account.

§ 4. Data

Customer is required to provide correct and true personal data in the sequence of ordering. In case of detection of incorrect or incomplete data, MZone Group has the right to block or remove the

accounts. Before deleting your account, MZone Group will you inform of the need to make corrections on your account.

In the event use services accordance with the law or social coexistence MZone Group has the right to process Customer data to determine its responsibility and transmit the data relevant public authorities.

§ 5. Liability

MZone Group is committed to:

- the provision of services to Customer, which did not break any of terms and conditions regulations, laws, netiquette, and regularly pay a fee
- inform Customer about a planned interruption in the operation of the server. MZone Group reserves the right to suspend the server if required immediate technical intervention without prior notice to the Customer. All information about planned interruptions in the operation of the server or problems that may occur with access to services are visible in the Customer Panel and on our Facebook account

MZone Group is not liable for damages caused by:

- the reasons on which MZone Group had no effect, eg. In the case of deletion or corruption of files
- actions of third parties
- breaking rules by the Customer
- improper use of the accounts by the Customer or mishandling own server / account by the Customer

§ 6. Responsibility

MZone Group will make every effort to perform an automatic backup for your account (server), usually performed once a day with the exception of budget servers, where the backup is created once every 7 days.

There are performed backups for servers Reseller, VPS (except for Managed), dedicated servers, for this type of service the Customer himself must take care of backup. MZone Group shall not be liable for any loss of data on Customer account, if Customer change the password for an account, a third party or malicious script actions, which were due to lost or damaged files.

MZone Group provides the opportunity for each Customer to perform a full backup through the control panel, therefore MZone Group assumes no liability and criminal liability in the event that automatically performs backup is damaged or does not contain complete data necessary to restore the contents and when such an account.

In the event when backup will overwrite the previous and the system will save a copy of the already damaged account on the server.

MZone Group can not be held any liability in the event that the Customer does not have own backup and and it is not possible to restore the previous state of the correct files customer account. Therefore, we recommend that you enable and such a systematic and independent copies of the file and save it to your local computer.

MZone Group can assist in the implementation of such an independent backup data on the server.

§ 7. Cancellation

MZone Group has the right to stop providing the service at any time, in case of:

- If the account is used for purposes incompatible with English law, then MZone Group has the right to terminate account and services
- Agreement on Provision of Services without money refund.
- Customer on his account has prohibited, illegal files, contain content that is incompatible with the rules, forbidden content rules, content that violates the law in force in the UK - the account will be immediately removed and deleted without the possibility of return filed by the Subscriber fee.
- Customer account causes high load on the server, which may affect the operation other accounts on server or reduces the quality of services on the server. MZone Group in this case suspend

account and request Customer to reduce the load generated from the account or possibly terminate the contract in the absence of willingness on the part of Customer attempts to solve the problem of load generated by the service. In this case MZone Group has no obligation to refund money.

- If you exceed certain limits for individual services or generating a high load on the server, MZone Group offers appropriate service under generated load and resources.
- Dedicated server - required minimum 30 days cancellation period (to day next required payment date). If you cancel your service - dedicated server in less than 30 days you will be charge cancellation fee

§ 8. Prohibited software and server load

For safety reasons, ethical and caring about the quality of services provided by the company MZone Group, we do not allow:

- Installing software enabling illegal access to servers or files to gain unauthorized access
- Installing software for server use unlawfully
- Installing software that enables illegal copying files from the Internet
- Installing the software to send unsolicited e-mail - SPAM. If we detect this software on the customer's account, the account is immediately disabled and removed. All fees will not be refunded. MZone Group in this case does not accept any liability for loss of customer data
- Installation services very aggravating server - those that prevent other users on shared hosting to use the server or significantly degrades the use of this server. Before ordering customer should inform the company under what type of service requires a server. Completely it is not allowed to install on shared hosting and reseller of all software generating load on the server.
- Installing the software, which significantly worsens access to server or lowers the quality of services on server
- Use of server purpose of placing on the content: highly offensive, racist, Nazi, mocking the people's beliefs, political views, detrimental to the welfare of society and the general public, promoting hate or incitement to it, inciting violence, aggression, acts prohibited by law
- Uploading content violating copyrights and intellectual property
- Sending SPAM. If we receive information from relevant institutions about you send unsolicited emails (spam) from our servers, in this case Customer account is immediately suspended until completely remove the problem, in the absence of Customer response to this situation, MZone Group reserves the right to discontinue providing a service to Customer without any refund of fees paid by Customer
- Sending mailing. If you wish to send a mailing from your account on our server, please contact MZone Group to agree on the details. The company provide service appropriate for this kind of application. In case when Customer sends a mailing on server that is not suited for this kind of application, MZone Group reserves the right to suspend the provision of services for the Customer and consequently to cease provision of services without refund the money paid.

If Customer believes that the content and services, which it intends to put on a server belonging to MZone Group may be prohibited on the server, should contact MZone Group to discuss the details and propose solutions or presenting relevant offer.