

## Hosting Terms & Conditions

Issue 2 (01 July 2016)

### General

- (1) We will always use the email address provided at registration to contact you. It is the client's responsibility to ensure our records are kept up-to-date.
- (2) We reserve the right to suspend, or terminate any hosting account found in violation of the terms of use set out in this document, without notice. The client will not be entitled to a refund.
- (3) We do not offer refunds for any reason except where the billing is found to be incorrect, and the error is our fault. For instance, a charge for "Premium" hosting plan where the client had only ordered "Standard".

### Service Plans

- (1) Webetecture currently offers four plans: Standard, Premium, Business, and Business Plus. The features of these packages are outlined at: [webetecture.co.uk/web-hosting](http://webetecture.co.uk/web-hosting).
- (2) The customer is entitled to the features listed at time of purchase, and is exempt from future changes to service plans.
- (3) You can upgrade your account at any time by emailing support. The price difference between the current plan and the plan to upgrade to, divided by the number of months remaining will be payable. There is no separate charge for the upgrade process.
- (4) Downgrading your account mid-term does not warrant a refund.
- (5) Business Plus comes with an SSL certificate. The current certificate chosen by Webetecture is the 'RapidSSL' certificate, source through NameCheap. More information can be found by [following this link](#).

If you believe this certificate to be insufficient you can upgrade for an extra fee. To upgrade, please contact us at [hosting@webetecture.co.uk](mailto:hosting@webetecture.co.uk) and we will work with you to source a suitable alternative.

## Usage

- (1) We have some basic rules that must be obeyed at all times. Any breach of these rules will not be tolerated, and may result in your account being terminated.

We believe these rules to be straight-forward, outlined below:

- a. All content stored on our server must be lawful, and decent.
- b. We operate a zero-tolerance policy on scams, i.e. web pages designed to lure in naïve users, and obtain personal information.
- c. We operate a zero-tolerance policy on spam/the sending unsolicited mail.
- d. Your usage must not be detrimental to server performance.

If you have any questions or concerns that your planned content may breach one, or more, of the above rules, please contact support, describing the content, and we will reply whether we permit this on our server.

- (2) Overuse of server resources is not permitted. Should the client require more resources, the client should upgrade. As stated previously, you can upgrade at any time by contacting support.

## Domains

- (1) All domains registered on behalf of customers by Webetecture are the property of Webetecture, unless the customer explicitly requests ownership.
- (2) Domains owned by Webetecture can be transferred to the customer at any time throughout the paid period of their hosting plan. Any costs incurred to perform the transfer are payable by the customer (i.e. renewal charges).
- (3) Webetecture accepts no responsibility for the content on customer domains.
- (4) Webetecture accepts no responsibility for domains that have been incorrectly configured by the customer.
- (5) Where a client has already purchased a domain, and does not wish Webetecture to provide one with the hosting plan, a 10% discount will apply.

## Server Reliability & Availability

- (1) The current pledged uptime is 99.9%. To date, the server has exceeded this.
- (2) We accept no responsibility for connectivity issues caused by any external factors, for instance, a problem with your Internet Service Providers (ISP).
- (3) We reserve the right to regularly update our server, to ensure that all the latest bug fixes, security updates, and enhancements are installed, to improve customer experience and the robustness of the server environment.

These updates may cause temporary downtime, which we will endeavour to minimise.

To date, updates have typically taken less than one minute to install, with a quick server restart of around a few seconds. This is well within the uptime pledge in stated in condition (1).

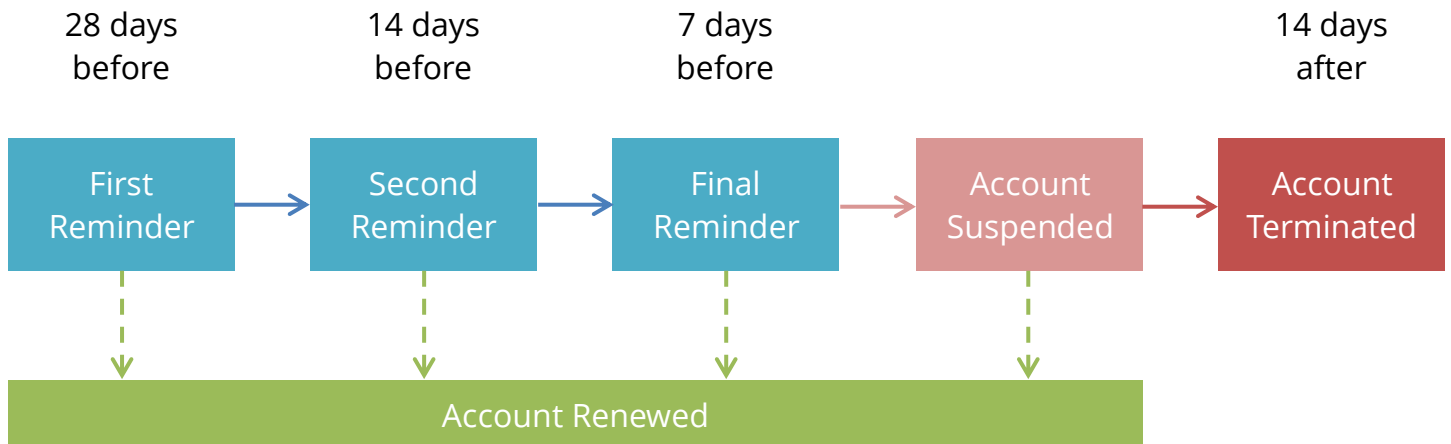
- (4) Where an update is identified to take longer than 15 minutes of disruption to install, we will write to customers in advance, explaining the update, why we think it is necessary, and how it ultimately benefits the customer.

## Loss of Data

- (1) It is the customer's responsibility to ensure that a backup of all content on our server exists and that it is stored in a secure location. Webetecture servers are not backed up.

## Renewal & End of Service

As your renewal date approaches, Webetecture will contact you with several reminders, starting 28 days before the renewal date. Below is an overview of the renewal process:



The full process is defined in our “Renewal & End of Service” policy which can be found at [webetecture.co.uk/docs/wh\\_renewal\\_current.pdf](http://webetecture.co.uk/docs/wh_renewal_current.pdf).

## Change History

Date	Issue	Details
20/05/2014	1	First issue.
01/07/2016	2	Updated to take account of new hosting plans, and to align with new renewal process.