

## **Definition**

The company is referred as, ("ICEDHOST LLC"), ("us") and ("we"). The customer will be referred as, ("you"), ("client") and ("customer"). The products will be referred as ("services") and ("products"). By making an account or purchasing a service on ICEDHOST LLC, you agree to the Terms of Service ("ToS") and our Privacy Policy.

## **I) Age Restriction**

### **A) Minimum age on ordering a service**

The client must be at least sixteen (16) years of age in order to purchase any service on the website of ICEDHOST LLC. If the client is below the age of sixteen (16), a parent or guardian of the client has to approve the purchase. Without this approval, the client is not allowed to purchase any service on the website of ICEDHOST LLC.

### **B) Minimum age on registering an account**

The client must be at least thirteen (13) years of age in order to register an account on our website due the Children's Online Privacy Protection Act (COPPA) that's being enforced by the Federal Trade Commission (FTC). If the client is below the age of thirteen (13), he or she needs permission from a parent or guardian in order to register an account on ICEDHOST LLC.

## **II) Refund Policy**

### **A) Shared Services (Game Servers, Discord Bot Containers & Web Hosting)**

ICEDHOST LLC enforces a twenty-four (24) hours no-questions-asked refund policy on your first invoice for Shared Services, Discord Bot Containers and Webhosting. If the client is unhappy with the service provided, regardless of the specified reason, he or she will receive a full refund on the PayPal account of which service was bought with (if a cancellation request is submitted within twenty-four (24) hours).

### **B) Dedicated Server Rentals**

We do not offer refunds on dedicated server rentals. ICEDHOST LLC has a SLA for dedicated server rentals, that can be viewed in this document at [Data Loss / Network Downtime SLA](#).

### **C) Domain Registrations**

As the domains are sold with yearly contracts, we do not offer refunds on domains registrations at ICEDHOST LLC.

### III) Cancellation Policy

Cancellation requests must be submitted within the client area at least forty-eight (48) hours before the next payment is due. If a cancellation request is not submitted within this timeframe in the client area, it will not be processed.

### IV) Improper usages of the service

If the client is attempting to use the service in a way that it is harmful to our systems, it will result in an immediate termination of the service and account without any warning. Using the services of ICEDHOST LLC in a wrongful way will lead to termination of the service with an upfront warning, this applies to the following:

- a) Host instant download links
- b) Host pornographic or racist content
- c) Host a service for storage purposes
- d) Host illegal content, such as leaked mods, add-ons and so on.

### V) Data Loss / Network Downtime SLA

#### A) Data Loss

ICEDHOST LLC is not responsible for the data loss on the client's service(s). The customer is responsible for making their own back-ups. If the client failed to pay the overdue invoice and the service gets automatically terminated, we are not responsible for the data loss upon this event. We are not responsible for any data loss on trial servers.

#### B) Network Downtime

If your service is unavailable for 4 hours or more due to a technical error, you qualify for a refund of 15% of your total monthly service fee per hour. Up to a maximum of your total service fee. This refund will be applied as credit in your wallet on your customer account, see the table below:

<b>Hour 5</b>	15% credit
<b>Hour 6</b>	30% credit
<b>Hour 7</b>	45% credit
<b>Hour 8</b>	60% credit
<b>Hour 9</b>	75% credit
<b>Hour 10</b>	90% credit
<b>Hour 11</b>	100% credit

## **VI) Trial Servers**

The customer is not allowed to create more than one trial server per game. If there is a need of multiple trial servers, please contact our support team. Trial servers can be terminated at any time for any reason, and without notice.

## **VII) Overdue Payments**

The customer has two days to submit an overdue payment before the service is automatically suspended. If a service gets suspended, and a payment is made within two (2) days of the overdue invoice, the service will be automatically restored. If payment is not made within five (5) days of the overdue invoice, the service will automatically get terminated

## **VIII) Account Credentials**

The client is not allowed to use someone else's personal information to register an account on ICEDHOST LLC. This is against the law of Identity Theft Penalty Enhancement Act that's being enforced by the Federal Trade Commission (FTC). If the client is using false personal information in order to register an account, the client has eighty-four (48) hours to change this to their own credentials after receiving a notification. If this is not done within that time period, the client's account and service will be terminated.

## **IX) Hyperlinking**

Hyperlinking any link that affiliates with ICEDHOST LLC is not allowed without our consent. Organizations with our consent may link our website on platforms and websites that we have approved, as long as the link is not misleading in any way and does not falsely imply sponsor- and partnership.

## **X) Changes of the Terms of Service ("ToS")**

ICEDHOST LLC has the right to change the Terms of Service at any time. The client will be notified through email about the changes in the Terms of Service.