

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 to 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 Registration

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

III) Cancellation Policy

A) Cancellation of Game Servers, Discord Bot Containers, Web Hosting, and Dedicated Server Rentals

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, the cancellation request will not be processed.

B) Cancellation of Domain Renewals

Domain Renewals must be cancelled at least forty-eight (48) prior to the renewal period.

IV) Improper Usage of Services, Suspension & Termination

A) Improper Usage

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 without 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

**Hosting download links and using services for storage purposes does not qualify as improper usage on web-hosting & dedicated server orders.*

B) Suspension & Termination

ICEDHOST LLC may at its sole discretion, suspend or terminate a client's services if it deems necessary to do so to protect the following but not limited to:

- a) Its employees and contractors
- b) Its brand
- c) Its clients
- d) Its hosting infrastructure

V) Data Loss & Network Downtime

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 fails 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 four (4) or more hours due to a technical error, you qualify for a service credit of 15% of your total monthly service charge per hour, after the fourth (4th) hour.

VI) Trial Servers

A) Trial Servers

The customer is not allowed to create more than one trial server per game. If there is a need for 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

A) 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

A) 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 forty-eight (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

A) 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) Liability

A) Liability

If through, by or during the use of ICEDHOST LLC's services, or a sudden halting / suspension / termination of your services with ICEDHOST LLC, you experience any damages to your brand / company / community / yourself / your staff, you hold ICEDHOST LLC harmless for any such liabilities.

ICEDHOST LLC may at its sole discretion decide to issue you a service credit or refund, but is in no way obligated to do so.

XI) Changes to the Terms of Service

A) Changes to the Terms of Service

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.

