

Service agreement for SerenityServers

Key References

The following terms are related to serenityservers.net;

Us, our, ours, ourselves, company, the company, we, SerenityServers, Serenity Servers, serenityservers.net

The following terms refer to you, the customer;

You, your, yourself, the subscriber, the customer, the client.

Price Changes & VAT

All prices shown on our website and billing panel, include Value Added Tax also known as VAT. When signing up on our client area, you comit to paying the current advertised price.'

Refund Policy

SerenityServers provides a full 7 day money back guarantee if our services are to be at fault. An example of this would be your service starts billing cycle the 1st, and within the first 7 days the node/server box you are one is found to be at any downtime lasting longer than 60 min. You can request a full refund.

Is your service to be found guilty in any trademarks, copyright or in any other way breaking the Danish law. We reserve the right to suspend the service, and depending on the infringement terminate the service without a possible refund. Read more under "Termination of service."

We do not offer refunds for funds added to your online SerenityServers account using the "add funds" feature.

Renewing

All payments made to SerenityServers has to be completed manually, our system automatically suspend your service on the due date and allow you as a client up to 10 days to pay the invoice before termination, read more under "Termination of service."

Upon termination all service data including but is not limited to custom maps, worlds, settings, addons, scripts, files and any data stored on the server/service will also be removed without backup being made.

Termination

Termination is done automatically by our system unless staff fell the need to step in if your service is infringing any laws including but is not limited to copyright, underage pornographic content, illegal torrents or in any way in violation with the Danish law. Terminations are done without any backups being made; you as a client is responsible to do this yourself, read more in the section "Data loss and protection"

Emails

SerenityServers is not to be held responsible for any emails landing in your spam/junk folder sent

by us. Some emails do contain vital information, so we recommend that you check your spam/junk folder once every week to make sure you did not miss out on any important information.

Service delivery

SerenityServers thrive to provide instant deployment of all services, it do however occur that setups can be delayed up to 24 hours. Do we however fail to provide the service after 24 hours; a full refund can be requested. No payment is taken from your credit card, before the item has been ditchpatched.

Service uptime and performance

SerenityServers do not guarantee 100% uptime on any of our services, we do however try and get as close to it as possible. The reason for this is the needed maintenance such as upgrades, updates, possible network issues, machine failure etc.

Some services are known to have what is in the computer industry called a “crash” this is when a service or application fails to respond within a timeframe. Some services like Game servers is known to have this issue more often than others, usually because of the user uploaded content like addons, scripts etc. We as a company are not to be held responsible if your service is down duo to user generated mistakes, or if the developers of the game server files fails to provide a stable release. We also strongly recommend not using alpha or beta versions of game software as this can make your server unstable, we will however provide easy access to these but won't be held responsible for an unstable service following by the use of these unstable versions.

SerenityServers is not to be held responsible for any server side lag or downtime caused by modifications made by the user; this includes but is not limited to mods, plugins, addons or any type of modification done by the user. SerenityServers is not to be held responsible if the service become irreparable because of such modifications, we strongly recommend all users to take frequent backups of their service to minimize the risk of server faults caused by bad modifications, read more under “Data loss and protection”

Service Addons

All service addons include, but are not limited to dedicated IP addresses, separate service upgrades or hostnames. Will be terminated once the service they are attached to are terminated or cancelled, this will happen without any notification to the client.

Data loss and protection

SerenityServers are not to be held responsible for any data loss following a physical machine fault, bad modifications, and corrupt backups. SerenityServers does not backup any services besides webhosting. Even so we strongly recommend that you as a user take a backup at least once a week so you always have a backup in case of a faulty hard drive, bad modifications, corrupt files etc.

DoS & DDoS policy

SerenityServers are not to be held responsible for any downtime caused by a DDoS or DoS Attack, our infrastructure is not made to withstand large amounts of unwanted traffic. If a DDoS or DoS attack is targeted at a specific client service, this will result in the targeted service being

suspended until further notice. A null route on the IP, may take effect up to 24 hours even after the attack has stopped.

Policy updates

SerenityServers reserves the right to change all of its policy's at any time without notifying any of its clients. It is up to the individual client to check for updates on a regular basis, we do however use your personal information as mentioned in our privacy policy to email out once larger paragraph changes are made or added. The staff in charge of the edits decides when notifying the clients are necessary.

Server customization

SerenityServers is not responsible for customising a client service, Serenity Servers is only responsible for the base service to be operational. A client should be capable of customizing their own server before purchase.

Failing to customizing a service is not a valid reason for a refund as the service remained operational during the process. A support member will help undo any customizations done to a server, if the client so desire. It is up to the individual support representative whether or not he/she decides to help with customizing a service. If a client wants help customizing a service a custom quote can be given, if our support staff fails to provide the modifications a full refund will be given for the quote.