



VNOX

TERMS OF SERVICE

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Introduction

Herein this document, the words "we", "us", and "our" refers to VNOX. The words "customer", "client", "you" and "account holder" refers to the client. The words "service provider" refers to VNOX upstream providers also known as data centers. The words "My VNOX" refers the control panel and billing system of VNOX. The content of this document is a legally binding agreement for any client or any user of VNOX and its services.

1 Account Privacy

1.1 We respect the privacy of our clients and website viewers. Our privacy policy is linked on every page of <https://vnox.co> in the footer. Our privacy policy can be viewed from <https://vnox.co/privacy/> or you can download the PDF version of our privacy policy using the following link: <https://vnox.co/download/vnox-privacy-policy.pdf>

2 Data & Account Responsibility

2.1 You are responsible for all data stored on all services where data storage or data manipulation is given.

2.2 We are not liable for any data loss that may occur during incidents including but not limited to hardware failure, software failure, service provider outages and deletion of files made by you.

2.3 Data is only kept on service suspension. Termination or cancellation deletes all data associated with the service. You agree when cancelling a service via My VNOX or via support ticket that all data will be deleted once cancellation is commenced.

3 Refunds, Termination, Suspension & Cancellation

3.1 VNOX reserves the right to cancel, suspend or terminate a service at any time. Any violation of policies which results in extra costs will be billed to you.

3.2 All of VNOX's hosting PLANS are backed by a 3-day money back guarantee. If you are not completely satisfied with our services or support within the first 3 days of you contract, you will be given a full refund of the contract amount excluding add-on/upgrade fees and overages.

3.3 Hands on IT services, software services, IT consultation, paid technical support, are all nonrefundable services offered by VNOX.

3.4 All service cancellations must be done via our cancellation form within My VNOX. Phone, live support or email requests will not constitute acceptance of any cancellation.

4 Illegal Use & Service Abuse

4.1 Our services may not be used for illegal purposes or in support of illegal activities.

4.2 We reserve the right to cooperate with legal authorities in the investigation of any suspected crime or civil wrongdoing. If anything is **not** legal in **Anguilla** or where our **servers are located**, it is **not** permitted to reside on our servers.

4.3 Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes but not limited to material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.

4.4 All hosting accounts may be terminated that include the following content or which have links to the following content:

4.4 a Providing, displaying, hosting or making accessible material that is grossly offensive towards VNOX employees or anyone including but not limited to blatant expressions of bigotry, racism or hatred.

4.4 b Promoting or providing instructional information about illegal activities, or promoting physical harm or injury against any group or individual.

4.4 c Displaying material that exploits children under 18 years of age.

4.4 d Acts of copyright infringement including offering pirated computer programs or links to such programs, information used to circumvent manufacturer-installed copy-protect devices, including serial or registration numbers for software programs, or any type of cracker utilities.

4.4 e Pornography is allowed on servers located in Quebec, Canada as long as it's LEGAL and all persons in the video is over the age of 18.

5 Bandwidth Policy

5.1 Services exceeding allocated bandwidth will be suspended without notice. Bandwidth usage of any service provided by VNOX can be viewed within My VNOX.

5.2 Resumption of service will be carried out once a payment is made to increase the bandwidth limit on such service.

5.3 Any attempt to exceed allocated bandwidth will result into immediate service suspension and your account will be billed for the exceeded amount.

6 Support

6.1 All support must be submitted through My VNOX, your control panel, where your request can be validated and certifies that the request was made by you.

6.2 We reserve the right to refuse support over phone, email, live support, social media and anywhere that is not My VNOX, which cannot verify that you are the owner of the account.

7 Payments

7.1 All services are activated on a pre-pay basis. All pricing is guaranteed for the term of prepayment. We reserve the right to change prices at any time, unless other terms have been agreed upon.

7.2 You are responsible for all fees owed on the account from the time it was established to the time that you notify VNOX to request for termination of services.

7.3 VNOX reserves the right to bill you \$50.00 USD per credit card chargeback received from any payment made to your services.

7.4 Your particular billing cycle corresponds to the contract length that was initially chosen at setup. Your services will automatically renew at this length.

8 Account Information & Fraudulent Activity

8.1 You agree that any billing information provided at checkout is correct and can be used legally. Any information found to be incorrect or raises suspicion of VNOX management will result into account suspension or termination with or without notice.

8.2 Our services may not be used to commit fraudulent acts.

9 Unauthorized Access

9.1 Customers may not use the VNOX network with an attempt to circumvent user authentication or security of any host, network, or account. This includes, but is not limited to, accessing data not intended for you, logging into a server or account you are not expressly authorized to access, password cracking, probing the security of other networks in search of weakness, or violation of any other organization's security policy.

9.2 You may not attempt to interfere or deny service to any user, host, or network. This includes, but is not limited to, flooding, spamming, DoS, DDoS or other deliberate attempts to overload or crash any host or network.

9.3 VNOX will cooperate fully with investigations for violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations. Clients who violate system or network security may incur criminal or civil liability.

10 Disclaimer

10.1 We will not be responsible for any damages you or your business may suffer. We make no warranties of any kind, expressed or implied for services we provide. This includes loss of data resulting from delays, non-deliveries, wrong delivery, and any and all service interruptions caused by our service provider, VNOX and its employees.

10.2 We reserve the right to revise our policies at any time.

10.3 All clients of VNOX must adhere to the policies within this document.

10.4 We reserve the right to terminate, suspend, block and cancel any client account or service at any time. Clients agree that changes made to the Terms of Service by VNOX will not grant a refund, early contract termination or permit non-payment for any service provided by VNOX.