

## Terms of Service

These terms and conditions are a public offer and govern the relationship between the company Reltik LLC and the client. This offer contract does not require signing in writing. Ordering and paying for services means full agreement with the following terms and conditions. The company reserves the right to amend the rules for the provision of services unilaterally and without notice to customers.

### \* Rights and obligations of the Client

When communicating with company employees through the ticket system, online chat, phone and other means of communication, the client is obliged to communicate and behave within the framework of generally accepted ethical and moral standards.

The customer is entitled to a refund of unused funds.

The client has the right to free technical support, ensuring the availability, availability of the services provided and their compliance with the stated parameters.

The client is entitled to basic free administration services according to the list of services only with a control panel.

The customer has the right to defer payment at the discretion of the company.

### \* Rights and Obligations of the Company

The company reserves the right to amend the rules for the provision of services unilaterally without personal notice to customers. We inform customers of all changes in prices on the official website of our company [extremevps.com](http://extremevps.com) .

The company reserves the right to notify customers about discounts and promotions, as well as about important innovations in the company through e-mails or voice calls, if the client has not refused this type of notification in your personal account.

The company reserves the right to suspend the client's account or server for the duration of technical work, DDOS attacks, natural disasters and force majeure.

The company reserves the right to delete a VPS server on the 7th day after an overdue payment. All terminated servers are deleted from our system without possibility of recovering them.

By the decision of the administration, photocopies of passport data or other identification documents may be requested from the client.

### \* Guaranteed resources and service levels

We provide 100 Mbps dedicated port speed for each VPS which depends on the selected package

if you exceed your monthly bandwidth allocation, we will divide your port speed by 10 until next month. So if you have 1 Gbps port speed and exceed monthly bandwidth your port speed will be capped to 100 Mbps till next month.

CPU core(s) can be loaded up to 90% of capacity, bursting up to 100% for no more than 59 minutes. If you exceed this limit, our system will take appropriate actions to avoid CPU abuse by decreasing your CPU capacity 10% per hour. Also your CPU usage should not have affects to the performance of the server node.

The company guarantees the conformity of resources stated in the tariffs, as well as the absence of overselling.

The company guarantees UpTime networks of 99%, except in cases related to equipment maintenance and software updates, DDOS attacks, natural disasters and force majeure, as well as downtime caused by customer actions.

#### \* Refund

Refunds are possible only for unused funds.

Refunds are made only to the original form of payment.

Refunds for payment of VPS servers or additional services, as well as for third-party software (control panels / licenses, etc.) are not made.

When refunding, the commission of the payment system is deducted in the amount of 7% of the refund amount.

Refunds are made upon request to the ticket system.

In case of violation by the client of the conditions and rules for the provision of services, a refund may be refused.

#### \* Administration Services

The list of services provided as part of the free remote system administration of Linux systems:

initial installation and configuration of the selected operating system;

reinstalling the operating system;

restoration of access to the server, password reset;

cron setting;

reboot VPS / server;

backup setup;

installation of a hosting control panel;  
setting up DNS servers upon request;  
installing and updating software and applications once a month (critical upon request);  
"turnkey" site migration;  
changing settings and system configuration files;  
basic system optimization;  
recommendations and consultations at the discretion of administrators;  
other tasks that do not require significant time and effort of administrators.

You can always clarify more accurate information on solving specific problems in Technical Support . We reserve the right to refuse free administration services in the event of a gross violation by a client of the requirements or recommendations of software developers.

**\* Limitation of liability**

The company is not responsible for the client choosing the OS, software, tariff and the consequences that this may entail.

The company is not liable for any type of direct or indirect damage, the operation of third-party software or services, loss of business reputation or financial losses associated with interception, data loss, DDOS attacks and other circumstances related or not to the client's actions due to server outage .

The company does not have access to the content of the client's servers and does not check for compliance of the content with these terms and conditions, with the exception of the receipt of reasonable complaints from third parties.

The company is not responsible for the delay in the installation of dedicated servers for reasons beyond the control of the company.

If the disk space is exceeded beyond the stipulated tariff, free backup of servers is not provided.

**\* Refusal to provide / render services**

The company reserves the right to refuse to provide services to the client in case of indecent and abusive treatment, degrading the honor and dignity of the employee (s) of the company.

The company reserves the right to terminate the provision of services (at its discretion) if the client violates one or more paragraphs of these rules.

The company reserves the right to prohibit the posting of materials that, in our opinion, are not acceptable from the point of view of the universal principles of humanism.

The dedicated server is deleted the next day after a late payment, if the client has not requested a deferment.

#### \* Intellectual Property Complaints

According to the legislation of the Russian Federation, the hosting provider has no right to establish the presence or absence of an offense. Only the relevant judicial and law enforcement authorities are authorized for this.

The filing of a complaint about a violation of intellectual rights provides the right holders with the opportunity to protect their exclusive rights and provides for the forwarding of the complaint to the owner of the hosting service, the provision of time for a response and decision to block the hosting service based on the results of the response provided by its owner.

The site owner has 48 hours to respond from the moment the complaint was forwarded by our company. If the complaint is ignored, our company has the right to block the site until a response is received from the client.

#### \* Prohibited content and software

We do not have any restrictions for software, as our servers are self-managed you can install anything you want. What you configure on the VPS or to what system you connect it - is fully up on you. If the purpose of use does not break our terms of service, the service can be used for wanted purpose.

In general, torrent traffic is not forbidden, but storing copyrighted content is forbidden. Unfortunately, we do not allow hosting any kind of adult content on our servers.