

Terms of webhosting services provision

The following terms and conditions govern the provision of webhosting services, whether provided separately, provided in a package of services or as an additional service. These Terms are valid only as an integral part of the General Contractual Terms.

I. Webhosting

- 1) The Customer bears in mind and agrees that the ordered type of webhosting and/or any services ordered in addition to webhosting will be set up after the set-up fee is received in the Provider's account according to paragraph "XIV. Payments" of General Contractual Terms. The Customer also bears in mind and agrees that if the set up services are not renewed by making a payment for their operation for a subsequent period, the Provider will halt and cancel them without the Customer becoming entitled to any compensation according to paragraph "XIV. Payments" of General Contractual Terms.
- 2) The webhosting space is meant only for storage of data in files that are a part of a website or web application. Backups, archives, private photogalleries, repositories and similar data are not a part of a webhosting space. If the Provider has any doubts whether the data within a webhosting space meet these conditions, the Provider reserves the right to ask the Customer to check and remedy the situation. Should the Customer refuse to resolve the situation, the Provider will consider this a violation of the General Contractual.

II. Packages and Super Packages

- 1) The Package/SuperPackage service is a comprehensive service that includes both registration of a selected domain name and providing of webhosting services based on the specification of the Package/SuperPackage variant selected by the Customer and specified on the Provider's website. The service is provided as an undividable whole set of services. The Provider shall not be liable for the functioning of the service in the event of an intervention by the Customer that breaches the comprehensiveness of the service, such as a DNS change, a DNS record change or transfer of the domain.
- 2) The Customer bears in mind and agrees that the ordered type of Package/SuperPackage and/or any services ordered in addition to Package/SuperPackage will be set up after the set-up fee is received in the Provider's account according to paragraph "XIV. Payments" of General Contractual Terms. The Customer also bears in mind and agrees that if the set up services are not renewed by making a payment for their operation for a subsequent period, the Provider will halt and cancel them without the Customer becoming entitled to any compensation according to paragraph "XIV. Payments" of General Contractual Terms.
- 3) The provision of the Package/SuperPackage service is also governed by Contractual Terms of Domain Names Registration and Administration, which contains the arrangements related to the registration and administration of domain names. The contractual terms of domain names registration and administration are applied for each order of a Package/SuperPackage service and form an inseparable part of it.

III. F-Gate

- 1) The F-Gate service is a tool that, depending on the number of the purchased packages, allows the management of so-called endpoints, typically FTP accesses. Due to the nature of the service, a malfunction on the endpoint side preventing the correct operation of the F-Gate service cannot be considered as unavailability of the F-Gate service itself. Furthermore, due to the nature of the service, in the event of a service malfunction, when the content or direct access to the endpoint is not affected in any way, a short-term malfunction of the F-Gate service does not create right to compensation from the Provider.
- 2) The Customer bears in mind and agrees, that the ordered number of F-Gate packages will be set up after the set-up fee is received in the Provider's account according to the paragraph "XIV. Payments" of General Contractual Terms, with the exception of using the service during its trial period or ordering a higher number of additional packages within less than 30 days before the expiration of the already paid service, in these cases the ordered packages are activated immediately and the number of ordered service packages will be included in the next automatically issued invoice.

- 3) The Customer bears in mind and agrees that if the set services are not renewed by making a payment for their operation for a subsequent period, the Provider will halt and cancel them without the Customer becoming entitled to any compensation according to paragraph "XIV. Payments" of General Contractual Terms.

IV. F-Page

- 1) The F-Page service is a tool used to create and operate websites (WEB variant) and e-shops for small-scale trading (SHOP variant). The Provider provides the Customer with a platform for these purposes.
- 2) The Provider will provide the Customer with a 30-day trial period and up to three testing instances. For this reason, the right of withdrawal from the contract within 14 days without giving a reason according to the General Contractual Terms and Act No. 89/2012 Coll cannot be exercised.
- 3) The Customer acknowledges and agrees that the ordered service will be set up only after the receipt of the payment to the Provider's account according to Paragraph XIV. Payments of the General Contractual Terms. At the same time the Customer acknowledges and agrees that his failure to restore the service, i.e. failure to perform payment of the service for the next period, the Provider will cease of its operation and cancel the service, including the content created by the Customer, without the right to any compensation pursuant to paragraph XIV. Payments of the General Contractual Terms.