



Terms of Service

Important:

SunFireHosting LLC will be referenced within this document as ('SunFireHosting'), ('SFHosting'), ('SFH'), ('Ourselves'), ('We'), and ('Us').

SunFireHosting LLC Members will be referenced within this document as ('SFH Management'), ('Members'), ('Owners').

The client will be referenced within this document as ('Client'), ('They'), or ('User').

By using this website, service owned or operated by SunFireHosting LLC constitutes that you automatically accept all policies set in place by the SFH Management. You also accept that it is the Users responsibility to take note of all changes to this document.

Section 1 General –

S1.1 – The user warrants and accepts that proof of identity may be required that they are at least thirteen (13) years old. If the user is between the ages of thirteen (13) and seventeen (17), they must have written permission from a parent or legal guardian to use our services. If the user is under the age of thirteen (13) and uses the services provided by SunFireHosting LLC, they agree that upon discovery of underage use, all services will be suspended pending verification from a legal parent or guardian for account ownership.

S1.2 – The user also agrees that to the best of their ability; they will attempt to prevent unauthorized use or attempted of hacking account within SunFireHosting LLC. They also agree to deny access to anyone under the age of seven (7) to their account. Granting any third-party access to their account, the client will take full responsibility for their actions. SunFireHosting LLC will not be liable for any loss that the User may encounter as a result of somebody else using the customer's account while there is an active subscription to a service.

S1.3 – SunFireHosting LLC is not to be held responsible for the loss of documents including, but not limited to emails, which contain valuable and personal information. We recommend that the user keeps up to date with their emails, and checks their spam folder regularly, as to not miss out on any information or details.



Terms of Service

S1.4 – The user shall be responsible for the maintenance of their credentials used within any service provided by SunFireHosting LLC. Should any third party use the user’s information, they remain fully liable for any actions conducted by that third party. The user also agrees to contact SunFireHosting LLC support immediately if they suspect a hijacked username or password that has been inadvertently shared.

S1.5 – The user must exercise common sense while using any serviced provided by SunFireHosting LLC, and if the user has an issue, problem or requires clarification; they must contact a member of staff immediately through the support ticket system provided in the billing portal.

S1.6 – If a user receives a verified report, the customer’s billing area will then be entered into “lock down” mode which limits the client’s access to only the communication area within the reports. If the report is not resolved in 48 hours, the service to which the report is relating to may be suspended. If the customer fails to respond after a further 48 hours, the service may be terminated dependent on the severity of the report.

S1.7 – The User remains solely responsible for the content of all hosted files. Furthermore, the user agrees to indemnify and hold harmless any property of SunFireHosting LLC, its staff, and its subsidiaries.

S1.8 – If SunFireHosting LLC finds that any information provided upon account registration is false/inaccurate, we have the right to terminate the user’s account at any time without warning. The information, including the client’s address, phone number and full name. These details MUST be correct.

Section 2 Service Usage –

S2.1 – SunFireHosting will not tolerate services operating, whereby they are used to harass or bully other online users. In the case that this occurs, SunFireHosting will endeavor to make contact with the service owner, with a demand to stop all harassment before taking relevant cyber-bullying legal action if it does not stop.

S2.2 – Game/Voice slot manipulation will not be tolerated; this will automatically be recognized by our system. Our system will flag the change in slots and will automatically disable the client’s server. To be able to regain access to your server, the customer will need to undo the change and set the slots back to the original amount that you have paid for. Repeated abuse of our slot detection system will cause a further charge issued to the custom to match the slow number the client is attempting to set.

S2.3 – The user will not host any material which is abusive, vulgar, hateful, harassing, obscene, profane, sexually orientated, threatening, invasive of a person’s privacy, adult material, or otherwise in violation of any International law. If any other unaccepted material is found on a site, linked to by a site or hosted on any other service, the client will have a limitation issued, which the customer will need to resolve within 48 hours with a member of staff assigned to the report. Violations will initiate a service suspension and a Fifteen Dollar (USD) fee. Examples of unacceptable material include, but are not limited to:



Terms of Service

- × Fraudulent activities of any description
- × Copyrighted material
- × Exploits
- × Digital currency mining
- × File sharing/File download proxies
- × Pharmacy or pharmacy-like services
- × Stolen content
- × Proxy scripts, or services used for malicious intentions.
- × Racist, hateful, or harassing content
- × Hacking related information or services
- × SPAM of any kind
- × Pornography of any kind

S2.4 – SunFireHosting considers particular content to be prohibited under any circumstance. If a content is found on a site, linked by a site or hosted on a game server, the service will be terminated immediately, and a penalty of a Twenty-Five USD fee will be issued to the customer. Examples of prohibited material include, but not limited to:

- × Software licenses, license generation software, software “cracks”.
- × Computer viruses/malicious software of any kind
- × Network/Computer scanning or attack software

S2.5 – SunFireHosting will attempt to stop any and all incoming DDoS or DoS attacks, however, will not stand in the way of attacks if the service is provoking attacks.

S2.6 – Unlimited Web Hosting is intended for the use of website content only such as HTML, PHP, CSS and JS files; any additional content must be linked on a public facing web page. Web Hosting is not meant to be used for file/data storage, if the user wished to store files which are not web related, the user must use a VPS or Dedicated Server. SunFireHosting reserves the right to determine any improper or inappropriate usage of any content which may result in immediate account suspension or fixed fee to cover additional resource space. The decision to upgrade shall rest solely with SunFireHosting and shall be made the company’s sole discretion. Downloadable files and media must follow the following limitations;

- × No more than 5 GB of a web hosting service can be allocated to music, video or other medial files including but not limited to .aac, .avi, .mp3, .mp4, .mpeg, .jpg, .png, .gif, files.
- × No more than 5 GB of a web hosting service may be designated to any file and disk image files containing the contents or structure of a data storage device.
- × No more than 2 GB of a web hosting service may be allocated to executable files or any other files which are a result of compiling a program.

S2.7 – SunFireHosting is not to be held responsible for any downtime caused by a DoS or DDoS attack.

Section 3 Refunds, Invoicing, and Payments –

S3.1 – Any scamming or fraud will result in a permanent account ban. SunFireHosting does not guarantee that there will not be any errors with the payment when the user attempts to purchase a service. If an error



Terms of Service

happens during the process, the user is expected to contact the hosting staff immediately support(at)sunfirehosting(dot)us or contact a member of support through the Live Chat system provided.

S3.2 – If the user signs up for a cyclic service, SunFireHosting will automatically bill for that service on the due date. SunFireHosting LLC will not issue a refund after any circumstance for subsequent payments after the original purchase.

S3.3 – SunFireHosting provides a 7-day money back guarantee if our services are faulty. An example of this will be if services hosted by SunFireHosting become inaccessible due to them going offline (5 hours or more). Any other reason is invalid and will be declined. For all other reasons, other than services being offline in the first seven days, all payments made to SunFireHosting are non-refundable. If your service is unavailable, but other servers on the same node are available that does not count as your service being offline.

S3.4 – SunFireHosting provides a full 7-day money back guarantee if our services are faulty. Examples of this would be:

- × Service inaccessible due to power outage more than 5 hours
- × Service unavailable due to network outage for more than 5 hours.

S3.5 – SunFireHosting will suspend a service if we are unable to bill your PayPal account automatically within one day of the service's due date. If SunFireHosting is still unable to charge the user after five days of the service due date, the service may be immediately terminated and wiped from our system.

S3.6 – If a payment to SunFireHosting is reversed, or a chargeback is made by the user's credit card company or any other payment method (excluding PayPal), the user will be charged a fee of Thirty USD for administration costs. Chargebacks or reversals made through PayPal result in a user being billed of Ten USD for admin costs.

S3.7 – All free trials are trials before a purchase of a full service. We will not bill for the trial period, but upon the trial completion, you will be automatically subscribed to the full service, with game servers being set at 30 slots, and voice servers being set at 30 unless otherwise noted.

S3.8 – If a user's billing agreement is cancelled by the user, it is their responsibility to re-create it upon buying a new product or paying an invoice of a repeat service.

Section 4 Data Loss & Cancellations –

S4.1 – Upon creating a cancellation request, if you select the termination to be "Immediate" you aren't entitled to a refund, for the remaining of the billing term in any case.



Terms of Service

S4.2 – Once a cancellation request has been submitted; occasionally SunFireHosting staff will open a ticket with the user to discuss the idea or collect additional information. The client will need to respond to the ticket and complete the actions requested by the staff member for their cancellation request to be processed.

S4.3 – If a cancellation request is considered invalid, not explained in or thought to be undetailed, SunFireHosting staff have the authority to remove the request, pending an explained reason being resubmitted.

S4.4 – SunFireHosting is not responsible for any data loss caused by upgrades, reinstalling systems, etc.

S4.5 – SunFireHosting recommends all clients to back up their service daily without the hassle of having one of our servers being wiped by mistake.

S4.6 – SunFireHosting never has the intention of wiping one of our servers. In case you don't want to automatically backup your service daily. You can purchase an additional addon which automatically backups your service.

S4.7 – SunFireHosting is not to be held liable for backing up client's information or service. If data loss occurs, the customer will be entirely responsible for their data (unless stated in S4.6). No refunds will be issued if a loss of information does occur.

S4.8 The customer also agrees that failure to pay for their service, or breakage of the Terms of Service will result in a permanent closure, resulting in their data being wiped from our system.

Section 5 Performance and Updates –



Terms of Service

S5.1 – SunFireHosting does not guarantee 100% uptime but do aim to provide that level of accessibility. The client accepts that problems can occur and that SunFireHosting will do our utmost to fix any issues that arise in a short space of time.

S5.2 – Services are known to “crash”, which is where an application fails to respond within a timeframe or becomes unresponsive. Game services are known to become unresponsive, generally due to content which is uploaded by the customer, such as add-ons, or scripts. SunFireHosting is not to be held responsible if your service is inaccessible due to user-produced errors, or if the game developer server files fail to provide a stable release which supports our servers.

S5.3 – SunFireHosting reserves the right to have our physical servers down for scheduled maintenance 10 hours a month. All maintenance is announced at least three days before the maintenance date, in some cases, SunFireHosting may not be able to provide this notice to make sure that a stable platform can be maintained.

Section 6 Support –

S6.1 – SunFireHosting provides a sales & billing support Live Chat system, which is not to be used for related technical issues due to the lack of validation available. The user will not initiate a Live Chat for technical assistance. Technical assistance can only be provided through the Support Ticket system and e-mail. Furthermore, the user is aware that all chat processed through the Live Chat system is recorded for security and training purposes.

S6.1A – SunFireHosting offers sales & billing support over the phone. However, technical assistance is not provided over the phone.

S6.2 – If the user ‘spams’ the Live Chat system, with content including, but not limited to, irrelevant text or gibberish, the client may be banned from the Live Chat system, limiting their access to only ticket and phone support.

S6.3 - If the customer is ever rude to a member of staff via Live Chat system or Ticket system, that employee reserves the right to suspend all services connected to that client’s account, pending review from each member of the SF Management Team. If an account closure, extended suspension or termination is issued, a refund will not be provided.

S6.4 – Clients purchasing an Unmanaged service will not be entitled to any support relating to any game issues and will only be given support for panel or downtime issues. Clients purchasing Managed services, will be provided with comprehensive service support. (Extensive support can be purchased).



Terms of Service

S6.5 – If the customer ever needs to get in connection to a SFH Management representative the customer shall open a support ticket. The SFH Management Team is not available on Live Chat support or Phone Support.

S6.6 – If your account has recently been suspended (within 30 days) you may be able to get it unsuspended. We do not offer account support over the phone or LiveChat. We only offer account support through tickets and email.

Section 7 SF Copyright –

S7.1 – All content on websites maintained by SunFireHosting is a legal property of SunFireHosting LLC. Unauthorized use of content may violate copyright, trademark, and other laws. None of the site content may be redistributed without prior written consent from the directors of SunFireHosting.

S7.2 – All logos, text, content, and codebase, are the copyrighted property of SunFireHosting and therefore cannot be used on any other site or public facing page. All images and text on this website are protected by the Digital Millennium Copyright Act 1996.

S7.3 – If your service is to be found at fault for breaking any trademark, copyright or other law enforced by an International Courts, we reserve the right to suspend the server, and on occasions terminate the service without refund if no written consent from the content owner is provided within 48 hours of suspension.

S7.4 – SunFireHosting LLC copyrights SunFireHosting's website and game panel and use of the design or other content from our website is strictly prohibited. Any unauthorized use of our website, its codebase, text or any other associated visual assets on another site or elsewhere online without our written permission carries the risk of legal action being taken.

S7.5 – Logos and names of game servers and voice servers are trademarks of their respective owners; SunFireHosting are not in any way related to any publisher or game development company.

*Policies may be added, edited, or removed at anytime with the right to not notify customers of change. It is the customer's responsibility to make note of the policies.