

## **Intro**

These ToS, short for Terms of Service, are an agreement between between Cubes, (“Cubes.host”, “us”, “we”, “our”, “the company”, “the host”, “Cubes”) And you (“Customer”, “user”, “you”, “your”, “client”).

In this agreement you can find the general terms and conditions that go along with the use of our services. By using our services you agree to be bound to by the agreement, all applicable laws and regulations.

When you decide to not agree with our Terms, you are not authorized to use our products and services.

We reserve rights to edit or modify the sections, partially or completely at any time. When the changes are posted on this website they are effective for both existing and new customers of the company.

## **Accounts**

We reserve the full right to terminate your account, with or without advance notice. Your account and services or products will be removed without refund once you are found to violate our Terms Of Service or Privacy Policy.

You have to be twelve (12) years of age in order to be eligible to access our products and services, any registration or use of your services under the age of twelve (12) will end up in account termination.

You are responsible to provide accurate, current, and complete information to us.

When we need to open contact with you we will contact you via your primary email address associated with your account.

We do not find responsibility if your information is invalid or aged, you are responsible to keep this data accurate and valid. When providing false information we will terminate your account, with or without notice.

In some instances you may be required to provide government issued identification and possibly a copy or scan of the bank statement of the credit card used for verification purposes.

Failure to provide the requested information may end up in an order being denied or cancelled.

## **Payments, orders and services.**

We reserve all rights to suspend, terminate or deny access to any products with or without a stated reason, with or without notice.

When data loss occurs we are also not found responsible for the loss.

All services and products you order from Cubes.host will not be activated until payment is received and/or your account information is not validated yet.

Payment verification happens automatically but when there is suspicion for any reason given or not given, this might need manual verification.

This can take longer than twenty-four (24) hours, in the time of verification we might seek contact with you, the client.

Free services may not be activated from the date of ordering, because of resource limitations, we always put paid orders in front of free trial services.

The usage of our services means that you are renting a license and you are renting the product/service, the resources remain property of Cubes.

All services/products are still subject to software limitations and physical hardware limits.

We reserve the right to also deny or cancel any order with or without a give reason. Invoices for products and or services will be generated a week or seven (7) days before the product services due date.

We expect the client to pay the price within this given deadline, otherwise the service will be suspended, the invoice will remain valid for two (2) more days and after these two (2) days the suspended service will be deleted and all files will be removed.

## **Refunds**

Every new service gives the client a thirty-six (36) hour money back guarantee under the following circumstances:

1. The service must be untouched, not booted or restarted in the mean time, we will notify every client of his purchase via mail, the user may enter the panel but having started the service and/or uploaded and/or downloaded files from the service will immediately end up in a decline of refund.
2. A refund will also be given if you have a faulty service, a wrong service that you did not order. When these issues are foun within the 36-hours period you can contact us and we will look into the issue. If we find that this issue is valid, we will offer either a refund if requested, or solve the issue and add the lost time to the service.

When a refund is requested either a ticket can be opened on our billing panel, or the user can contact us using our Discord server.

A forced chargeback will end up in full termination of your account with services and you will be blacklisted from using our services in the future.

## **Cancelling services**

Whenever you want to cancel your service you can do this in your billing panel.

Your service will be active until it reaches the deadline.

Then we will cancel the service, you are found responsible for saving your files.

We are as stated earlier in the agreement not responsible for any data loss.

## **Website and Pricing**

We reserve the right to edit our website at any given time.

We also reserve the right to edit our pricing at any given time.

Whenever a price change occurs you are free to cancel your service and leave the company, we will not request more for an already active or paid service.

## **Liability**

Under no circumstance we find responsibility for damages to a service or product.

Including but not limited to downtime or data loss caused through the use of our products and services. Our maximum combined liability to a client for any service shall be one hundred percent (100%) of the product and or service fee(s) for that specific month.

## **Server Abuse**

Very high CPU usage, excessively large files such as Backups and the use of backup plugins, unlicensed stolen plugins from ex. BlackSpigot or any kind of source like it. Attempting to gain unauthorized access to services and the circumventing of RAM restrictions. Using your service to host non-minecraft based services is not allowed, neither is the use of Botnet plugins or any similar plugins allowed. Violations of any of these given terms ends up in service termination.

## **Backups**

If you want backups we offer paid subscriptions for backups.

These backups are taken on specified dates on a different server where the client can't access them. More info can be found in the billing panel of the service.

We do not restrict you from making your own backups by downloading all files to your local device using sFTP (Secure File Transfer Protocol).

Yet we restrict the usage of backup plugins that create backups on our services give storage as stated under the section "Server Abuse".

## **Third Party Agreements**

By using any Minecraft-related service, including but not limited to Cubes Minecraft server hosting, you agree to the Minecraft EULA (End User License Agreement) and any related or additional agreements, terms, or conditions specified as provided by Mojang AB.

## **Legal Obligations**

We are under no circumstances responsible and or liable for what you choose to host on your products and services.

This is all up to you, you comply with these terms and you are expected to everything within these terms and whenever you are found to break these terms we will terminate your account with or without any further notice.

## **Support**

Our support team is available 24/7 (twenty four hours, seven days a week), but not 24/7/365 (twenty four hours, seven days a week, the entire year.)

We try to offer reliable and up to date support, but we recommend first checking our knowledge base.

We are not capable of offering constant support, so there will be periods of waiting before we can support you.

We are also not obligated to offer support on our websites live chat, in a private chat or via private user accounts.