

Definition

The company is referred to as, (“GAMESERVERSUPPLY”), (“us”) and (“we”). The customer will be referred as, (“you”), (“client”) and (“customer”). The products will be referred to as (“services”) and (“products”). By making an account or purchasing a service on GAMESERVERSUPPLY, you agree to the Terms of Service (“ToS”) and our Privacy Policy.

I) Age Restriction

A) Minimum age on ordering a service

The client must be at least sixteen (16) years of age in order to purchase any service on the website of GAMESERVERSUPPLY. If the client is below the age of sixteen (16), a parent or guardian of the client has to approve the purchase. Without this approval, the client is not allowed to purchase any service on the website of GAMESERVERSUPPLY.

B) Minimum age on registering an account

The client must be at least thirteen (13) years of age in order to register an account on our website due to the Children’s Online Privacy Protection Act (COPPA) that’s being enforced by the Federal Trade Commission (FTC). If the client is below the age of thirteen (13), he or she needs permission from a parent or guardian in order to register an account on GAMESERVERSUPPLY.

II) Refund Policy

A) Shared Services (Game Servers & Discord Bot Containers)

GAMESERVERSUPPLY enforces a twenty-four (24) hours no-questions-asked refund policy on your first invoice for Shared Services and Discord Bot Containers. If the client is unhappy with the service provided, regardless of the specified reason, he or she will receive a full refund on the billing account of which service was bought if a cancellation request is submitted within twenty-four (24) hours.

B) Dedicated Server Rentals

We do not offer refunds on dedicated server rentals. GAMESERVERSUPPLY has a SLA for dedicated server rentals, that can be viewed in this document at Data Loss / Network Downtime SLA.

III) Cancellation Policy

A) Cancellation of Game Servers, Discord Bot Containers, and Dedicated Server Rentals

Cancellation requests must be submitted within the client area at least forty-eight (48) hours before the next payment is due. If a cancellation request is not submitted within this timeframe in the client area, the cancellation request will not be processed.

IV) Improper Usage of Services

A) Improper Usage of Services

If the client is attempting to use the service in a way that is harmful to our systems, it will result in an immediate termination of the service and account without any warning. Using

the services of GAMESERVERSUPPLY in a wrongful way will lead to termination of the service without an upfront warning, this applies to the following:

- a) Host instant download links
- b) Host pornographic or racist content
- c) Host a service for storage purposes
- d) Host illegal content, such as leaked mods, add-ons and so on

V) Data Loss / Network Downtime

A) Data Loss

GAMESERVERSUPPLY is not responsible for the data loss on the client's service(s). The customer is responsible for making their own back-ups. If the client fails to pay the overdue invoice and the service gets automatically terminated, we are not responsible for the data loss upon this event.

B) Network Downtime

If your service is unavailable for four (4) or more hours due to a technical error, you qualify for a service credit of 10% of your total monthly service charge per hour to a max of five (5) hours, after the fourth (4th) hour.

VI) Overdue Payments

A) Overdue Payments

The customer has two days to submit an overdue payment before the service is automatically suspended. If a service gets suspended, and a payment is made within two (2) days of the overdue invoice, the service will be automatically restored. If payment is not made within five (5) days of the overdue invoice, the service will automatically get terminated.

VII) Account Credentials

A) Account Credentials

The client is not allowed to use someone else's personal information to register an account on GAMESERVERSUPPLY. This is against the law of Identity Theft Penalty Enhancement Act that's being enforced by the Federal Trade Commission (FTC). If the client is using false personal information in order to register an account, the client has forty-eight (48) hours to change this to their own credentials after receiving a notification. If this is not done within this time period, the client's account and service will be terminated.

VIII) Hyperlinking

A) Hyperlinking

Hyperlinking any link that affiliates with GAMESERVERSUPPLY is not allowed without our consent. Organizations with our consent may link our website on platforms and websites that we have approved, as long as the link is not misleading in any way and does not falsely imply sponsor- and partnership.

IX) Changes to the Terms of Service

A) Changes to the Terms of Service

GAMESERVERSUPPLY has the right to change the Terms of Service at any time. The client will be notified through email about the changes in the Terms of Service.