

Terms Of Service

The following Terms of Service ("TOS," "Terms" or "Agreement") apply to your use of our website and all services, features and/or content provided by Robotent ("Robotent," "us," "our"). Robotent is the trade name of Robotent Webhosting. By purchasing one or more Services from Robotent Webhosting, you declare that you have read, understood and agree to be bound by this TOS. The latest version of our TOS is always available on the Robotent website. It is essential that you read this TOS prior to purchasing any Service(s) from Robotent Webhosting Solution.

Customer & Resellers Agreement

These Terms of Service (TOS) govern all services provided by Robotent throughout the entirety of the initial term and any renewal terms. All customers and resellers are required to agree to these terms before subscribing to any hosting plans or services offered by Robotent Webhosting Solutions.

By subscribing to our services, you acknowledge that you will use only licensed and legally obtained third-party software in conjunction with our services. Robotent reserves the right to suspend or terminate access to any or all services at its discretion, particularly if an account is deemed to have been misused or is in violation of these terms.

Content

- ✓ Robotent reserves the right to refuse service and/or access to its servers to anyone. The services provided by us must be used for lawful purposes only. Transmission, storage, or presentation of any information, data or material in violation of any applicable law or regulation is prohibited.
- ✓ The activities listed below are meant to provide you with examples of activities and content that are strictly prohibited.
- ✓ Topsides, ponzi or pyramid schemes, prime banks programs, bank debentures/bank debenture trading programs, cryptocurrency/bitcoin miners, forex, e-gold, proxy, bots, spam bots, mail bombers, port scanners, IP scanners, mail harvesting scripts, brute force scripts, chat rooms, banner rotators, file dumps, using disk space as secondary storage, sales of illegal pharma, drugs, explosives, anonymous or bulk sms gateways, malware, warez, phishing materials, lottery, gambling, illegal downloads, pirated software distributions, escrow, high yield investment programs, adult thumbnail galleries/banner exchanges, streaming or broadcasting of live copyrighted events, Social media bots, SSM Panels, Fake Courier Websites. Websites promoting illegal activities or linking to other websites that promote illegal activities, Hosting/Streaming Videos/Music.
- ✓ Website content that promotes or advocates human trafficking in any way shape or form as determined by Robotent Webhosting Solution's sole discretion, sites that promote prostitution, or escort services.
- ✓ Any website found to host child pornography, link to child pornography or exploitative content will be suspended immediately without notice or warning.
- ✓ Adult materials – Includes all pornography, erotic images, or otherwise lewd or obscene content. The designation of "adult material" is left entirely to the discretion of Robotent Webhosting Solution.
- ✓ Embedding or uploading audio/video/high resolution images on website or linking to other websites that promotes audio/video/high resolution images.
- ✓ Illegal Material - This includes copyrighted works, commercial audio, video, or music files, and any material in violation of any regulation or material that is perceived to be misleading.
- ✓ Warez - This includes, but is not limited to, pirated software, ROMS, emulators, phreaking, hacking, password cracking, IP spoofing and encrypting of any of the above. It also includes any sites which provide "links to" or "how to" information about such material.

- ✓ Games - We strictly do not allow to host any kind of games on our servers. Your hosting account would be immediately terminated if we found any gaming related stuff in your hosting account.
- ✓ IRC Hosts - Hosting an IRC server that is part of or connected to another IRC network or server or have a connection to an IRC network. Servers or Virtual hosting accounts, found to be connecting to or part of these networks will be immediately removed from our network without notice. The server would not be reconnected to the network until such time that you agree to completely remove any and all traces of the irc server, and agree to let us have access to your server to confirm that the content has been completely removed. Any server guilty of a second violation would result in immediate account termination.

Robotent reserves the right to deem any other content or literature as "prohibited" if found to be indecent, rude, hate content & generally unacceptable.

In compliance with DMCA act, Robotent has adopted procedures for parties who believe that a hosted site on our service is infringing their copyrights. All copyright complaints must be submitted to abuse@robotent.co.in

Abuse Of Resources:

Any attempt to compromise or successfully compromise any network device owned by Robotent or any other entity is strictly prohibited. This includes, but is not limited to, activities such as port scanning, IP range scanning, and vulnerability scanning. Any such activity, whether confirmed or suspected, will be thoroughly investigated and may result in immediate termination of service.

Denial of Service (DoS) Attacks: Engaging in or attempting to launch Denial of Service (DoS) attacks against Robotent Webhosting Solutions, or from Robotent's servers against any other entity, is strictly forbidden. Confirmed or suspected violations will result in swift investigation and possible immediate service termination.

Hosting of Illegal or Malicious Material: Hosting software, source code, or any material that is illegal or can be used to facilitate illegal activities is strictly prohibited. This includes, but is not limited to, hacking tools, virus and malware code, and any instructional content that can cause harm. Violations will be rigorously investigated and may result in service termination.

Intellectual Property Infringement: Hosting or distributing material that violates copyrights, trademarks, or service marks is strictly forbidden. This includes, but is not limited to, pirated movies, music, software, or any other "Warez" content. Authentic complaints will be investigated and may result in service termination.

Harmful Activities: Any attempts to undermine or damage Robotent's servers are strictly prohibited. Customers are responsible for the use of their accounts, and any account engaging in harmful activities will be immediately deactivated without refund.

Excessive Resource Usage: Accounts using excessive CPU cycles or other resources that strain the shared environment may be offered new terms (e.g., an upgrade). Robotent aims for 99% uptime but does not guarantee it due to ongoing maintenance and upgrades.

Staff Misconduct: Disrespectful behavior toward any Robotent staff member will not be tolerated and may result in immediate service suspension without refund.

Unsolicited commercial e-mail/Unsolicited bulk e-mail (SPAM)

- ✓ Use of our service to transmit any unsolicited commercial or unsolicited bulk e-mail is expressly prohibited. Violation of this SPAM policy will result in severe penalties.
- ✓ Upon notification of an alleged violation, we will initiate a full scale investigation during which, we may restrict customer's access to the network to prevent further violations.
- ✓ If a customer is found to have violated our policy, we may, at our sole discretion, restrict, suspend or terminate the guilty hosting account. Further more, we reserve the right to pursue civil remedies for any costs associated with the investigation of a substantiated policy violation. We will notify law enforcement officials if the violation is believed to be a criminal offense.
- ✓ Anyone using our service to host websites or services that support spammers or cause any of our IP space to be listed in any of the various Spam Databases will have their account(s) immediately suspended and an administrative fee of \$200.00 will be charged to your account.
- ✓ The account will not be unsuspended until such time that you agree to remove any and all traces of the offending material immediately upon reconnection. First violations of this policy will result in a warning and your account will be reviewed for possible immediate termination. A second violation may result in an immediate termination of your account and the administrative fees will be \$200. Severe violations may result in immediate and permanent removal of the account(s) from our network without notice to the customer.
- ✓ We have a zero-tolerance policy for the use of our service towards posting of messages or commercial advertisements which violate the rules, regulations, or charter of any newsgroups or mailing list. Commercial messages that are appropriate under the rules of a newsgroup or mailing list or that are solicited by the recipients are permitted.
- ✓ We also prohibit hosting of publicly-accessible "open relay" SMTP or anonymous remailer service for any purpose, cause, or reason what-so-ever.

Bandwidth

- Robotent Offers Unlimited Bandwidth with All Hosting & Reseller Plans. UNLIMITED Means we didn't limited anything for your initial usage but you are about the consider upgrading as per your business/website needs in case of heavy usage. Shared Environments (Shared/Reseller hosting/Master/Alpha Reseller) are only for Initial/Average level of websites.
- VPS/Dedicated Servers Bandwidth will be Unlimited but if we found any VPS/Dedicated Server using more than 1 TB Per day You should considering upgrading your Network Speed with Paid Bandwidth Once it has been noticed by our Datacentre Network Team.

VPS/Dedicated Rules

We generally recommend a control panel to manage and operate the VPS. All customers who have a Unmanaged VPS would have to configure the DNS, user accounts, mail accounts and other such activities pertaining to the configuration of such VPS' themselves. The support team will not be responsible for this.

We don't maintain any type of backups for your Cloud/VPS/Dedicated Servers !

Commercial Advertising- Email (SPAM)/UNSOLICITED COMMERCIAL EMAIL (UCE)

- ✓ Spamming, sending unsolicited emails from our servers or using email addresses that are maintained by us is STRICTLY prohibited and will qualify your site for immediate deactivation with no refund. Robotent would be the sole arbiter as to what constitutes a violation of this provision.

- ✓ In order to ensure that our shared servers, cloud & vps nodes as well as dedicated server hardware node give us optimum performance, we have set limits on the number of outgoing mails which can be sent per hour. Accordingly, shared & reseller customers would be allowed to send 150 outgoing mails per hour, Customers having VPS/Dedicated can able to set their Limits But in case of any Spam complaint Received Those VPS/Dedicated Port 25 Will be Blocked and Incase of multiple Abuse cases we have rights to keep such services on Suspension until you resolve the spam issue
- ✓ We do not guarantee Inbox email delivery with any of our hosting plans. Suggestion Taking Dedicated IP Address in Shared/Reseller/Master/Alpha hosting will help you with Inbox Delivery (But we don't have any guarantee for it as it was something related to GMAIL/YAHOO/OUTMAIL and other mail services providers Mailing policies)

Backup & Data loss Policy

- ✓ Your use of the Services is at your sole risk. You agree to back-up all of your User Content so that you can access and use it when needed. Robotent does not warrant that it backs-up any Account or User Content, and you agree to accept as a risk the loss of any and all of your User Content.
- ✓ You as a Robotent User agree that in no case, Robotent can be held responsible for the loss of data in any circumstances.
- ✓ We Robotent are not responsible for any type of data loss happen in any cases on the Server.
- ✓ We don't maintain any Backups for your VPS/Dedicated Servers. You need to maintain an backup service inside your VPS/Dedicated Servers yourself.
- ✓ Clients using Hosting Backup Manager tool for backups should download the backup from the server and delete it. Weekly once, all the backup files are removed from the server without any notification. You are not allowed to use the hosting space to store backups.

Domain Policy

- ✓ **Domain Registrations:** No refund is applicable once the domain is registered.
- ✓ **Domain infringement:** You cannot register a domain name that is similar to a trademarked domain/a domain similar to a brand and is engaged in a business providing similar goods or services. Any person trying to register such domain name will be held liable for infringement of Trademark. Example: sale amazon.in , flipkartbazar.in and more..
- ✓ **Domain Renewal:** We will send you reminders to renew your domain one month before the expiry. For failure or delay in the renewal of a domain, we are not responsible. Once a domain is renewed no refunds will be given.
- ✓ **We don't offer any Refund for Domain Registration/Transfer/Renewal in Any Case !**
- ✓ Registration of Domain names with Banking Names are not allowed

Unlimited Policies

- ✓ **What "Unlimited" means** Unlimited Disk Space/Bandwidth/Website Plans. This means that we do not set a limit on the amount of bandwidth, websites or disk space you may use in the normal operation of a personal or small business website, provided it complies with this Agreement. However, in the event your service usage or content presents a risk to the stability, performance or uptime of our servers, data storage, networking or other infrastructure, you may be required to upgrade to a VPS, or we may take action to restrict the resources your website is utilizing.

- ✓ **What "Unlimited" DOES NOT mean** Robotent employs complex mechanisms to protect its hosting Subscribers and systems from any kind of abuse. Robotent Webhosting Solution's "Unlimited" hosting offering is not for single or few hosting subscribers to unfairly or adversely impact the experience of other hosting Subscribers. Robotent Webhosting Solution's service is offering shared hosting service, which means that multiple hosting Subscriber's websites are hosted from the same server and share server resources. Robotent Webhosting Solution's service is designed to meet the typical needs of small and medium sized businesses across globe. It is NOT intended to support the sustained demand of large enterprises, or non-typical applications better suited to a VPS or a dedicated server. Robotent will make every commercially reasonable effort to provide additional resources to Subscribers who are using their website(s) consistent with these Terms, including moving Subscribers to newer and bigger shared servers as necessary. However, in order to ensure a consistent and quality experience for all Subscribers, Robotent does place automated safeguards to protect against any website growing too quickly and adversely impacting the system until Robotent can evaluate said sites resource needs.
- ✓ **Unlimited Hosting Space; excessive SQL Database** Robotent does not set any specific limits on the amount of disk space a hosting subscriber can use for their website, nor does Robotent charge additional fees based on an increased amount of storage used, provided the hosting subscriber's use of storage complies with these Terms. Please note, however, that the Robotent service is designed to host websites. Robotent does NOT provide unlimited hosting for online storage, videos, images, audio, games, installers, executable files, backups, or archiving of electronic files, documents, log files, web spider or indexer, irc, torrent, file sharing, peer-to-peer activities, testing environment etc., and any such prohibited use of the Services will result in the termination of hosting subscriber's account, with or without notice. Accounts with an excessive database size (i.e., more than 1 GB) negatively affect the performance of the server. Robotent may request that the database size be reduced to ensure proper performance or may disable the Subscriber's account, with or without notice. Hosting subscribers can create multiple databases however size of each database should not be more than 1 GB.
- ✓ **Unlimited File Transfer** Robotent does not set any limits on the amount of visitor traffic a website can receive or on the amount of content a hosting subscriber can upload to his/her/its website in a given month, nor does Robotent charge additional fees based on increased use of bandwidth, as long as the hosting subscriber's use of the Services complies with these Terms. In most cases, a hosting subscriber's website will be able to support as much traffic as the hosting subscriber can legitimately acquire. However, Robotent reserves the right to limit processor time, bandwidth, processes, or memory in cases where it is necessary to prevent negatively impacting other hosting subscribers.
- ✓ **Unacceptable Resource Usage**
 - Run cron entries with intervals of less than fifteen (15) minutes.
 - Run any MySQL queries longer than sixty (60) seconds.
 - Using more than the Allocation resource will result your website with Resource Limit Exceeded error. We will check for such logs weekly once and Accounts with high number of Faults (Exceeded) will be suspended and Given with Single IP Access until It was optimized to use Below. If we get such type of exceeds multiple times you should consider taking VPS/Dedicated Server as per your Usage needs
 - The Email usage should not exceed 2 GB Per Hosting.
 - "Unlimited" usage policies and definitions apply to All the Shared Environment Plans Shared/Reseller/Master/Alpha Reseller Hosting Plans.

Server Resource Usage :

- ✓ The space on the shared environment hosting packages can only be utilized for web files, and hosting a user's website. This space should not be used for media storage or for storing other data such as storing electronic files, saving website backup, FTP host or for demo purposes. We hold the right to inspect every shared hosting account for extra utilization of disk space, CPU and other resources that may be violated of this Agreement or the AUP.
- ✓ We may terminate access to the Services at our sole discretion, or takedown or erase User Content for those accounts considered to be in violation of these Terms and Conditions and other policies. Dedicated and VPS usage limits will depend on the amount of resources allocated to the plan that you have purchased.
- ✓ Every Accounts created on the shared Environment (By you/yours Resellers) Should not exceed the Below allocation. Exceeding the LVE Allocation by any Account/Hosting under the server will result in that corresponding account suspension with/without notice. **The LVE Limitation is allocated for Per Hosting and It will be fixed for each Hosting you are creating.**

Reseller Terms and Client Responsibility

- ✓ You/Your Clients should use the Hosting packages you are selling from our services should obey our Terms of Service and other policies .If any Violation of Policies we had rights suspend/terminate such accounts from our servers in order to protect our Servers/Network from Overloading/Malwares/Abuses cases. Its your Responsibility to inform about the Policies on your Websites/Brand Page
- ✓ Using a shared hosting account to resell web hosting to others is not allowed. Reseller hosting plans to be considered if you want to become our reseller.
- ✓ As an Reseller You are responsible for your Reseller account activities, data's and How they are using the hosting. Its your Responsibility to have an eye on your client accounts to avoid Malwares/Abuses
- ✓ Resellers must assure that each of its clients, follow this Agreement.
- ✓ Resellers are responsible for their client websites backups and backup configuration from their WHM. We are not responsible for any Data Loss or Backups
- ✓ Resellers are completely responsible for supporting their clients including customer service, billing and technical support. We are not liable to provide support to Reseller Users. Any assistance needed for the client's issue must be reported by the reseller on the user's behalf.
- ✓ Resellers are solely responsible for any content that is stored or transferred under their reseller account and the actions of their Users. We may hold any reseller responsible for any activity from their client's account that violates the law or our Agreement.
- ✓ The Company shall not be kept liable for the acts or omissions of our resellers. The reseller hereby promises to indemnify the Company to and against any and all claims brought by any Customer resulting from the actions or omissions of the reseller.

- ✓ The Company retains the right to review our Reseller plan anytime necessary. Changes shall take place as posted publicly or at any later date as the Company can designate.

Uptime Guarantee

- ✓ Any service interruptions or downtime due to scheduled maintenance by Robotent or our network providers will not count towards the uptime guarantee.
- ✓ Robotent is not liable in any way for failure of third party services.
- ✓ Robotent will not be liable for failure or delay in performing its obligations if such failure or delay is due to circumstances beyond its reasonable control, including but not limited to acts of any governmental body, war, insurrection, sabotage, embargo, fire, flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of, interruption or delay in telecommunications or third party services (including DNS propagation), failure of third party software or hardware or inability to obtain raw materials, supplies or power used in or equipment needed for provision of the Services.

Account Security

- ✓ You are responsible for any misuse of your or your clients account therefore, you must take steps to ensure that others do not gain unauthorized access to your account. In addition, you may not use your account to breach the security of another account or attempt to gain unauthorized access to another network or server.
- ✓ Your password provides access to your account. It is your responsibility to keep your password secure.
- ✓ Sharing your password and account access with unauthorized users is not recommended. You should take care and prevent others from using your account since you will be responsible for the consequences.
- ✓ Attempting to obtain another user's account password is strictly prohibited, and will result in termination of service.
- ✓ You must adopt adequate security measures to prevent or minimize unauthorized use of your account.
- ✓ You may not attempt to circumvent user authentication or security of any host, network or account. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorized to access, or probing the security of other networks. Use or distribution of tools designed for compromising security is prohibited. Examples of these tools include, but are not limited to, password guessing programs, cracking tools or network probing tools.
- ✓ You may not attempt to interfere with service to any user, host or network ("denial of service attacks"). This includes, but is not limited to, "flooding" of networks, deliberate attempts to overload a service, and attempts to "crash" a host. Users who violate systems or network security may incur criminal or civil liability. Robotent will cooperate fully with investigations of violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations.
- ✓ It is your duty to make sure all the programs/scripts installed under your hosting account are secure and permissions of directories are set properly, regardless of the installation method. When at all possible, set permissions on most directories to 755 or as restrictive as possible. Users are ultimately responsible for all actions taken under their account. This includes the compromise of credentials such as username and password. You are required to use a secure password. If a weak password is used, your account may be suspended until you agree to use a more secure password. Audits may be done to prevent weak passwords from being used. If an audit is performed, and your password is found to be weak, we will notify you and allow time for you to change or update your password before suspending your account.
- ✓ The Services, including all related equipment, networks and network devices are provided only for authorized customer use. We may, but is not obligated to, monitor our systems, including without

limitation, to ensure that use is authorized, to facilitate protection against unauthorized access, and to verify security procedures, survivability, and operational security. During monitoring, information may be scanned, examined, recorded, copied and used for authorized purposes. By using the Services, you consent to monitoring for these purposes.

- ✓ Any account found connecting to a third-party network or system without authorization from the third party is subject to suspension. Access to networks or systems outside of your direct control requires the express written consent of the third party. We may, at our discretion, request documentation to prove that your access to a third-party network or system is authorized.
- ✓ Any account that is found to be compromised may be disabled and/or terminated. If you do not clean up your account after being notified by us of an ongoing issue, we reserve the right to keep your account disabled. Upon your request, we may clean-up your account for an additional fee.
- ✓ We reserve the right to migrate your account from one data-center to another in order to comply with applicable data center policies, local law or for technical or other reasons without notice

License Policies :

- ✓ Licenses Offered by Robotent can be used only our Our Servers only. Using the License on other servers which is not belongs to us will result in License suspension/termination and No Refund will be offered

Coupon/Discount Code :

- ✓ Discounts and coupon codes are reserved for first-time accounts or first-time customers only and may not be used towards the purchase of a domain registration unless otherwise specified. If you have signed up using a particular domain, you may not resign up for that domain using another coupon at a later date. Any account found in violation of these policies will be reviewed by our sales department and the appropriate invoices will be added to the account. Coupon abuse will not be tolerated and may result in the suspension or termination of the account.

Billing & Refund Policies

- ✓ For every services renewal due invoice will be generated before 7 days from your due date, Its your Responsibility to do the Payment in time to avoid any service suspension/termination.
- ✓ Every Service will be suspended on 5th day from the due date and terminated on 8th day from the due date. Incase if your service got terminated because of your Payment issue We are not responsible for any files/contents inside your Hosting Plan. As it your whole responsibility to do the Payment in time.
- ✓ Late Fee of 1\$ Will be added to your invoice in case if you didn't made the payment before the Suspension. The late fee should be paid by you to get your service re-activated.
- ✓ The cron timing will be on 2:00 AM As per the IST Its the cron time the invoice generation, Service Cancellation, Suspension, Termination, Late Fee Addition will be Done
- ✓ If paying via credit card, debit card, net banking, PayPal the account will be setup immediately once the payment is confirmed. If you are paying By UPI/NEFT/IMPS We will activate the order once we confirmed the Payment
- ✓ The 7 day money back guarantee is only applicable for first-time signups. Second time and subsequent sign-ups are not eligible for the same. For instance, if you've had an account with us before, cancelled and signed up again, you will not be eligible for a refund or if you have opened a second account with us.
- ✓ Refund is not applicable on Domain registration/transfer/renewal, VPS & Dedicated Server, Code Guard, SiteLock, Dedicated IP, WHMCS License, Blesta License, Weebly Site builder and other addons we provide The modifications done in pricing pattern or policy by the software license company will take effect immediately on Robotent clients.
- ✓ The money back guarantee is provided on Shared/Reseller/Master/Alpha Reseller hosting Only

- ✓ No refund will be made if your Service(s) are suspended or terminated for cause.
- ✓ The refund will not cover any kind of taxes, setup fees, refund processing fee, postal charges or any kind of payment processing charges or bank fee(s). There will be no refunds issued in case the web hosting account was involved in violation of our terms of service or any kind of illegal or system resources over-usages or after 7 days period or beyond coverage of our refund policy as noted here.
- ✓ If the web hosting service includes free domain name, and you cancel the web hosting service, the domain charges (standard rate as per website) would be deducted from the refund amount. If the refund amount is less than the domain name price, you will have to pay the difference or forfeit the domain. The ownership of the domain will remain with Robotent if you fail to pay the difference amount.
- ✓ Transfer fees would be applicable, if you wish to transfer the free domain name to some other provider. Without transfer fees the domain will not be released.
- ✓ The payments made through UPI/NEFT/IMPS To our Bank Directly are non-refundable. Refund will be added as credit to the hosting account.
- ✓ The refund request placed after 7 days will not be processed and you will not be eligible for any refund.
- ✓ The cancellation request should be sent through client area.
- ✓ After sending the cancellation request, it would take 7 to 15 Business days to complete the refund process.
- ✓ Unpaid invoices may result in the suspension or termination of your web hosting account. Your suspended account will only be restored after clearing the outstanding invoice after which you will be able to access your data.
- ✓ If your account gets terminated, the data residing on it won't be restored and will be treated as a new account. If you fail to renew your subscription on time you will be charged on your invoice.
- ✓ We will not activate new orders or activate new packages for customers who have an outstanding balance on their account.
- ✓ Every Services will be suspended on the next day of your due date and terminated on the 5th day from your service due date. So its your responsibility to Do payment in time to avoid any service suspension/termination

Account/Service Termination

Your hosting account at Robotent can get terminated due to following reasons:

- ✓ **You decide to discontinue**
At any point of time, during your subscription, if you no more want to continue with our services and want to place a cancellation request with immediate termination, your hosting account will be suspended right away and will be terminated within 24 hours.
- ✓ **Cancellation upon expiration**
If you place a cancellation request to discontinue our services after your subscription expires, your hosting account will be suspended at the end of the subscription and will be terminated within 24 hours (after the expiration date).
- ✓ **You did not renew**
In case you fail to renew your hosting account on the due date, your hosting account will be suspended after 24 hrs and will be terminated within 3 Days (after the expiration date).
- ✓ **You violate our Terms of service**
If you violate our terms of service during your subscription period at Robotent it will

result in immediate account suspension and termination. As soon as we've been notified about the violation of service, we would usually take instant action.

✓ **Potential fraud**

We have an anti-fraud system that monitors all the orders as soon as they are placed. During such an occurrence, we will carry out a verification process manually. In this process, if we ask for certain information and it is not provided the account suspension and termination will be done immediately.

✓ **A Dispute or Charge Back**

During the violation of our Terms of Service, we would initially suspend and give a 7 days timeframe to resolve the concern with Robotent before the termination occurs. If still, it remains unsolved termination of your hosting account will take place.

Note: It is advised to maintain a back-up copy of your hosting account to avoid losing your data because of the termination. All your files will be deleted from the server, once your hosting account is terminated and Robotent shall not be liable for the same.

Disclaimer:

Robotent have rights to Change the Agreement/Refund Policy/Privacy Policy/Plan pricing anytime. You will be notified about the Policy changes and an Copy of Agreement will be attached on your Order confirmation Email with Each Orders.

By Using our Services You are agreed to all our Agreements and Policies. Violation of our Agreements/Policies will result in Account Suspension/termination with/without any Notification