

LAST UPDATE: 07/2010

JE-DE

DESIGNS & HOSTING

WEBSITE DOMAIN TERMS OF SERVICE

PLEASE PRINT THIS DOCUMENT FOR FUTURE REFERENCE

This policy and terms of service are regarding all website domain services offered by the freelance network, Je-De (Designs & Hosting). Please read the following, as clients are bound to these terms. If at any time these terms of service are updated, the Je-De administration team will notify its clients.

Je-De reserves the right to modify fees for domain registration at any time. This may cause renewal rates to differ from the initial registration fee. All domain names are billed in yearly increments, incorporating the current registry fees imposed on Je-De. Current rates are always available at je-de.net or the client database.

DOMAIN DEFINITIONS

-Website domains are the identification labels for specific areas on the Internet which require website hosting to function

-TLDs (top level domains) refer to the domain extensions, such as .com, .net, .org, .biz, .tv, .me and etcetera

-ICANN (Internet Corporation for Assigned Names and Numbers) is a non-profit, non-government organization recognized by the US Government and the Internet industry as a regulatory body for the system of TLDs

-The Registry refers to the electronic directory of all functional TLDs

-A domain Registrar is an accredited institution liable for executing domain name registration requests

-A DNS is a domain name server, responsible for directing traffic for the domain to the correct website hosting server location

PRIVACY POLICY

Je-De will not sell, distribute, reveal, or otherwise make available any customer information to any unauthorized parties. Should we need to contact you directly regarding your specific account or service we will do so via email or telephone. During registration, clients choose their own 5-digit customer support pin. This is required whenever passwords or other personal data are requested.

If you would like to authorize additional people to have control over your account, please “add a contact” inside your client database account. All authorized individuals must know the master-account customer support pin in order for the administration team to process requests dealing with personal information. For more information on completing this, please contact our sales team [sales@je-de.net].

All data stored on our server space must fall within our content limitations. Clients are responsible for protecting their data stored on website space from outside visitors. Je-De will not release uploaded data to any unauthorized parties. However, the client is responsible for securing data that can be readily accessible from the public Internet view.

WE STRIVE FOR SATISFACTION

If for any reason you are unhappy with the services you receive from Je-De, please contact our administration team at admin@je-de.net or by opening a support ticket. We will be happy to assist you with any problems in a timely manner.

Note: Domain names cannot be refunded because they are registered through the International Registrar on yearly cycles that cannot be reversed.

NEW ACCOUNTS

All new website domain accounts purchased on our order page are generally set-up automatically after payment. In all other cases, assigned administrators will personally set-up your account within 24 hours of payment. In order to process your purchase, you may be required to set-up a Je-De client database account that will track all your purchases. Save these login details and be sure your contact information is correct. You will receive at least 2 (two) emails including login details after your purchase. If your contact email is incorrect, it may be difficult, if not impossible to further contact you about Je-De services. Free email services may deem automated messages from Je-De as “junk email”. Be sure to check a spam folder if you are not receiving emails after purchasing products or making changes to your account. Clients purchasing or transferring domains may experience a 24-48 hour global Internet delay due to international domain registry updates. A website hosting service must also be purchased for the domain name to be useable, however, this does not necessarily need to be purchased from Je-De.

PAYMENTS & LATE FEES

All payments will be charged to an approved PayPal account. If clients meet with freelance agents in person, check payment is also acceptable. Through PayPal, clients are able to pay with all major credit cards and bank transfers, in addition to pre-existing PayPal balances. By default, clients will need to respond in a timely manner to billing invoices to avoid account suspension.

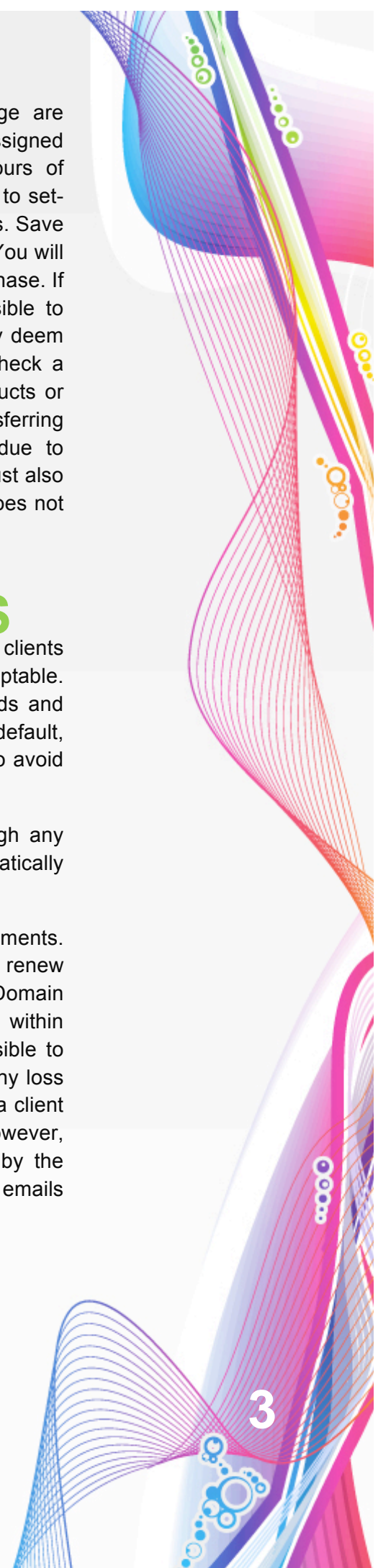
All prices on Je-De are in US dollars, but clients can pay through any approved currency during the PayPal transaction. They are automatically converted using the current currency rates.

Domain names renew at the end of each billing cycle in yearly increments. If the client chooses to register a domain, they must respond to the renew invoice in a timely manner in order to not lose the domain name. Domain name renewals are very time sensitive. If payment is not received within 24 hours after the scheduled invoice due date, it may be impossible to retrieve and renew a domain name. Je-De is not responsible for any loss of domain names due to this issue. Our support team will forward a client seeking to reclaim a lost domain name to the correct authorities; however, there are no guarantees of retrieval. If no payment is received by the invoice date, we will let the domain name expire. Multiple reminder emails will be sent starting one month prior to the domain expiration date.

CLIENT CANCELLATIONS

Clients wishing to cancel Je-De services must file a cancellation request via the client login database, 5 (five) days prior to the service renewal dates. If notice of cancellation is not received within this time frame, service charges and account suspension may occur. For more information, view our knowledgebase about cancellations.

In all cases, domains are non-refundable.



ACCOUNT TERMINATIONS

Account terminations due to past-due balances are ineligible for refunds. Terminations due to client cancellation requests will follow the refund policy stated – in all cases, domains are non-refundable. If the client does not wish to renew the domain, simply let it expire. Because a refund is not guaranteed, we encourage requesting a cancellation and termination of any account only when it will no longer be used and near the end of a billing cycle.

All add-on services such as domain ID protection, SSL certificates and the like are non-refundable unless specified at the time of purchase.

Account information, including personal and uploaded file data, will stay on the Je-De server for an additional 30 (thirty) days after termination. Clients may request a back-up of this information or immediate deletion if their account was in good standing before termination, free of charge. After 30 days, all information, (with the exception of billing invoices and transaction receipts), will be forever purged from Je-De.

CONTENT LIMITATIONS

Je-De does not censor sites, however, we will not allow the following types of websites to be hosted with our services: any type of adult content, racism, gambling, general illegal activities, hacking, bandwidth-draining downloading and excessive large-sized file hosting (files larger than 10GB in file-size). Clients must agree to these terms, and if these types of files are found, immediate account termination without refund is warranted.

If clients give others access to their Je-De account, the purchasing client is responsible for all actions. If at any time a client believes their account or account information has been compromised, they must immediately contact the administration team at admin@je-de.net.

By default, domains purchased through Je-De will be registered with our DNS. If the client wishes to have website hosting at a different place, they are responsible for informing the staff through a support ticket or email about a DNS name servers change. These may be limited to 5 changes per year.

If, at any time, a client wishes to transfer the domain, contact the staff. Initial registration and transfers may result in a 24-48 hours of domain downtime due to refreshing throughout the Internet Registry system.

SERVICE LIABILITIES

Je-De makes no endorsement, claims, or promises regarding the services offered by our customers and will not be held liable for any disputes or claims against said customers. In no event shall Je-De be liable for any direct, indirect, incidental, consequential, special and exemplary damages, or any damages whatsoever, arising from the use or performance of a customer website or from any information, services or products provided through a customer website. If at any time a government agency requests account information, we must and will comply. We cannot be liable for issues due to natural disasters, power outages, or the like to our parent domain service registrars. If at any time there is a major problem with domain registrations, all accounts will be notified in a timely manner.