



LAST UPDATE: 07/2010

# JE-DE

## DESIGNS & HOSTING

### WEBSITE HOSTING TERMS OF SERVICE

PLEASE PRINT THIS DOCUMENT FOR FUTURE REFERENCE

This policy and terms of service are regarding all website hosting 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.

# MODIFICATIONS

Any use of the terms “us” or “we” refer to the Je-De administration team. Any use of the terms “you” or “clients” refer to current and future customers of contracting Je-De freelance designers and online services.

Je-de reserves the right to add, delete or modify any provision of this policy at a later date. All current clients will be notified by email if this happens. Clients agree to be bound by changes made by Je-De. If you have purchased services or products from Je-De, the term of this agreement shall continue in full force and effect as long as you take advantage of and use the software or services that we provide.

You agree that you will responsible for notifying Je-De should you require the termination of services. Notification of your intent to terminate must be provided no earlier than 5 (five) days prior to your billing date. Failure to notify the administration or support team will result in continued billing that may be nonrefundable. See “cancelations” for more information.

# 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.

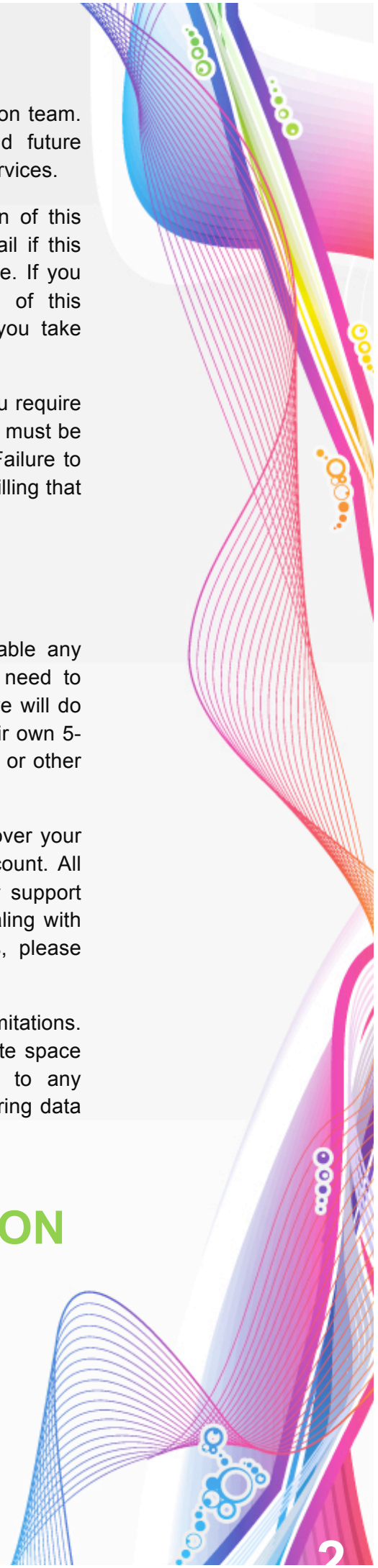
If you would like to authorize additional people to have control over your account, please “add a contact” inside your client database account. All authorized individuals must know the master-account customer support pin in order for the administration team to process requests dealing with personal information. For more information on completing this, please contact our sales team [[sales@je-de.net](mailto: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](mailto:admin@je-de.net) or by opening a support ticket. We will be happy to assist you with any problems in a timely manner. If we cannot resolve your problem, your service may qualify for a partial to full refund. Each refund is granted on a case-by-case basis and is handled by the chief administrator.

**Note:** Domain names cannot be refunded.



# NEW ACCOUNTS

All new website hosting 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 emails 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 domain name must be paired with any website hosting service. These can be purchased and/or transferred during registration.

# PAYMENTS & LATE FEES

All payments will be charged to an approved PayPal account. 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.

If at any time, a client's account becomes past due in payment, a notification via email will be sent with instructions on how to rectify the situation. Please note that Je-De holds the right to deny access to and/or de-activate accounts hosted on our servers that have unpaid balances in excess of 30 days or US \$100.

All accounts with past due balances will be temporarily suspended after 5 (five) days of nonpayment. All data is kept until termination after 30 (thirty) days of nonpayment. Reactivation between the 5-30 days of suspension will require a 10% service charge of the current balance.

# 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 most cases, pro-rated refunds for cancelled services are generally available, but are dependent on the administrator's approval. 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 – pro-rated refunds are generally available, however they are processed on a case-by-case basis and dependent on the administrator's approval. In all cases, domains are non-refundable. 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 access to their website hosting 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](mailto:admin@je-de.net).

Without the purchase of a back-up service add-on, Je-De does not guarantee a full and constantly-update record of your uploaded information.

The administration and support team analyze all suspicious activity, however, we cannot guarantee constant knowledge of all files. If you feel there is suspicious activity on our servers, please contact the administration or open a support ticket.

# 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. Although our hosting servers are functional 99% of the time, there is always a chance of them temporarily crashing. We cannot be liable for issues due to natural disasters, power outages, or the like. All accounts will be notified as soon as the administration team is aware of the problem and its solution.

