

Terms of Service

1. Acceptance of Terms

By accessing or using Online Cloud Systems web hosting services, you agree to be bound by these Terms of Service. If you do not agree with any part of these terms, you must not use our services.

2. Services Provided

Online Cloud Systems offers various web hosting services, including but not limited to shared hosting, VPS hosting, and dedicated server hosting. Specific service details are provided in your service agreement.

3. User Responsibilities

- Account Information: You must provide accurate and complete information when registering for an account. You are responsible for maintaining the confidentiality of your account credentials.
- Content: You are responsible for all content uploaded or transmitted through your account. You must not host any illegal, harmful, or copyrighted material without proper authorization.
- Compliance: You must comply with all applicable laws and regulations regarding your use of our services.

4. Prohibited Activities

- Illegal Use: Hosting or transmitting content that violates any laws or regulations.
- Abuse of Resources: Excessive use of server resources that disrupts the stability of our services.
- Spam: Sending unsolicited bulk emails or engaging in spamming activities.
- Security Violations: Attempting to bypass or breach our security measures or those of other users.

5. Payment and Fees

- Billing: Services are billed on a monthly basis. Payment must be made in advance.
- Late Payment: Accounts with overdue payments may be suspended or terminated.
- Refund Policy: At Online Cloud Systems, we offer a refund for first-time customers if requested within 14 days of purchase, excluding renewal fees, domain registrations, transfers, and setup fees, which are non-refundable. Refund eligibility requires service cancellation within the specified period, account standing compliance with our Terms of Service, and submission of a refund request via info@onlinecloudsystems.com within 14 days of activation or renewal. Third-party services, SSL certificates, dedicated IP addresses, and other additional services are also non-refundable.
- Cancellation Policy: You may cancel your web hosting services with Online Cloud Systems at any time by submitting a cancellation request through your account dashboard or by contacting our customer support team at info@onlinecloudsystems.com. Cancellation requests must

t be made at least 7 days before the next billing cycle to avoid charges for the subsequent period. Upon cancellation, all data associated with your account will be permanently deleted and cannot be recovered. Please ensure that you have backed up any important information before initiating the cancellation process. Refund eligibility for cancellations is subject to our Refund Policy terms.

6. Service Suspension and Termination

- Suspension: We reserve the right to suspend services if you violate these Terms of Service or fail to make timely payments.
- Termination: Services may be terminated for repeated violations or non-payment. You will be notified prior to termination.

7. Limitation of Liability

Online Cloud Systems is not liable for any direct, indirect, incidental, or consequential damages arising from the use or inability to use our services. Our liability is limited to the amount paid for the services.

8. Indemnification

You agree to indemnify and hold Online Cloud Systems harmless from any claims, damages, or expenses arising from your use of our services or violation of these terms.

9. Modifications to Terms

We reserve the right to modify these Terms of Service at any time. Changes will be effective immediately upon posting on our website. Your continued use of our services constitutes acceptance of the revised terms.

10. Governing Law

These Terms of Service are governed by and construed in accordance with the laws of United Kingdom. Any disputes will be resolved in the courts of United Kingdom.

11. Contact Information

If you have any questions or concerns regarding these Terms of Service, please contact us at info@onlinecloudsystems.com.

Online Cloud Systems

Address: 7 Buckingham Mews, Sutton Coldfield, United Kingdom, B73 5PR

Phone number: +447458148809

Email Address: info@onlinecloudsystems.com