

Servitro Terms of Service

Welcome to Servitro ("we," "us," "our"). These Terms of Service ("Terms") govern your use of our Virtual Private Server (VPS) hosting services ("Services"). By accessing or using our Services through servitro.com, you agree to comply with and be bound by these Terms.

1. Definitions

Account: Your account created to access and use our Services.

Client Data: Any data, content, or information you submit to our Services.

SLA: Service Level Agreement, as detailed in Section 4.

Refund Policy: As detailed in Section 5.

User: You, the individual or entity using our Services.

2. Our Services

2.1 What We Offer

At Servitro, we provide reliable VPS hosting services that include server resources such as CPU, RAM, storage, and bandwidth based on the plan you choose.

2.2 Changes to Our Services

We may update or modify our Services from time to time. If significant changes occur, we will do our best to inform you in advance. However, we are not liable for any modifications, suspensions, or discontinuations of our Services.

3. Your Responsibilities

3.1 Compliance with Laws

You must use our Services in compliance with all applicable laws and regulations in the United Kingdom.

3.2 Account Security

You are responsible for keeping your account details safe. Do not share your password, and notify us immediately if you suspect any unauthorized use of your account.

3.3 Prohibited Activities

You must not:

- Disrupt our Services or other users' experiences.

- Use our Services for illegal activities.
- Infringe on someone else's rights.

4. Service Level Agreement (SLA)

4.1 Uptime Commitment

We aim to keep our Services operational 99.9% of the time each month, excluding scheduled maintenance.

4.2 Scheduled Maintenance

We will notify you at least 24 hours in advance of any scheduled maintenance, which will typically be conducted during off-peak hours to minimize disruption.

4.3 Service Credits

If we fail to meet our uptime commitment, you may receive a service credit:

- 99.0% - 99.9% Uptime: 10% credit
- 95.0% - 98.9% Uptime: 25% credit
- Below 95.0% Uptime: 50% credit

To claim a service credit, you must contact us within 7 days.

4.4 Exclusions

Our SLA does not cover:

- Issues beyond our control, such as natural disasters or third-party failures.
- Problems caused by your misuse or unauthorized modifications.
- Downtime caused by denial-of-service attacks.

5. Refund Policy

5.1 Eligibility

You may request a refund if you cancel within 7 days of your initial purchase.

5.2 Calculation of Refunds

Refunds are based on the unused portion of your subscription. For example, if you cancel 3 days into a 7-day billing cycle, you will receive a refund for the remaining 4 days.

5.3 Non-Refundable Items

- Dedicated servers or custom plans.
- Setup or one-time fees.
- Any partial month usage beyond the 7-day eligibility period.

5.4 Refund Requests

To request a refund, contact our support team at support@servitro.com within 7 days of your purchase. Please include your account details and the reason for cancellation.

6. Payment Terms

6.1 Billing Cycle

Payments are due in advance on a monthly or annual basis, depending on your chosen plan.

6.2 Late Payments

Failure to make timely payments may result in suspension or termination of your Services.

6.3 Taxes

All fees are exclusive of applicable taxes, which you are responsible for paying.

7. Intellectual Property

7.1 Ownership

All content and materials provided through our Services are owned by Servitro LTD or our licensors and are protected by intellectual property laws.

7.2 Licence

We grant you a limited, non-exclusive, non-transferable licence to use our Services in accordance with these Terms.

8. Limitation of Liability

To the fullest extent permitted by law, Servitro LTD will not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly.

9. Indemnification

You agree to indemnify, defend, and hold harmless Servitro LTD and its affiliates from any claims, liabilities, damages, and expenses arising from your use of our Services or violation of these Terms.

10. Termination

10.1 Your Right to Terminate

You may terminate your account at any time by following our cancellation procedure.

10.2 Our Right to Terminate

We may terminate or suspend your account immediately, without prior notice or liability, if you breach these Terms.

10.3 Effect of Termination

Upon termination, your right to use our Services ends immediately, and we may delete your data in accordance with our Data Retention Policy.

11. Governing Law

These Terms are governed by and construed in accordance with the laws of the United Kingdom, without regard to its conflict of law principles.

12. Dispute Resolution

Any disputes arising out of or related to these Terms or the Services will be resolved through binding arbitration in the United Kingdom unless both parties agree otherwise.

13. Changes to These Terms

We may update these Terms from time to time. Any changes will take effect immediately upon posting on servitro.com. Your continued use of our Services means you accept the updated Terms.

14. Severability

If any part of these Terms is found to be unenforceable or invalid, that part will be limited or removed, and the rest of the Terms will remain in effect.

15. Contact Us

If you have any questions about these Terms, feel free to contact us:

Email: support@servitro.com