



This is the contract (**Service Level Agreement**) between you, the customer, and Reseller99.com. It defines in the terms of our responsibility and the money back guaranty if our responsibilities are not met. We want our customers to feel happy and appreciate their decision to move their site to reseller99, and knowing that reseller99 takes your site's up-time as seriously as you do is imperative.

## Money Back Guaranty

Money back guaranty only and only applicable on managed hosting services. On any data-loss or any unavailability or downtime of the dedicated server or Virtual Private Server customer will get refund 10% of the last bill paid by customer.

For **Un-managed** services no refund will be available for any loss of data and unavailability or downtime of any hosting services.

## The following events do not constitute a Unavailability or Downtime

**(A)** Interruption due to scheduled maintenance, alteration, or implementation, where the Service Provider provides at least two days prior notice and to the Customer and also interruption due to Emergency Maintenance; The usual scheduled maintenance time is Mid Night (Indian Slandered Time) i.e. Between Approx 11PM to 5AM. The usual maintenance time would not be more than 4 hours.

**(B)** Hardware failure

### Reseller99

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**(C)** Failure of the Customer links, internet connectivity or end user software, access circuits, local loop or any customer end network problem.

**(D)** DNS Issues not in scope.

**(E)** Negligence or other conduct of Customer or its authorized persons, including a failure or malfunction resulting from applications or services provided by Customer or its authorized persons.

**(F)** A shut down due to circumstances reasonably believed by unauthorized access (e.g., hacker or virus attack).

**(G)** Failure or malfunction of any equipment or services not provided by reseller99.

**(H)** Any abuse or fraud failure to comply with the Acceptable User Policy on the part of Customer and its authorized persons.

**(I)** Any problems outside the Service Provider Facility Network.

**(J)** Any interruptions, delays or failures caused by Customer or Customer's employees, agents, or subcontractors, such as, the following:

- i. Inaccurate configuration.
- ii. Non-compliant use of any software installed on the server.
- iii. Customer initiated server over-utilization.
- iv. Any problems related to the attacks on the machine such as hacking, attacks, and exploits.

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(K) Any specific services not part of Services.

## Service Suspension

- Any server that attempts network scans or other possible hacking activities.
- Our server and all services is strictly prohibited for using any kind of pornography in any format.
- Where there is a sudden increase in a server's use of network capacity, which impacts other servers on the same network.
- Non Received of payment till renewal date (If customer failed to make payment till the renewal date or expiry date all the data will be lost and no refund will be available in this situation.)
- No use of our network or any of our services for sending any violation data.

## Backups

Backups are not included as part of any of our service. It is the customer's sole responsibility to make backups and save them elsewhere off server or where ever customer wants. Availability of server backups is not guaranteed and we are not responsible for any loss of customer data. Customers are advised to make backups of the information they store on our servers on a regular basis. Our Control Panel provides tools or customer can use external tools that allow customers' to make data backups, download data, download backups, etc.

## Security

At reseller99, data is accurate, secure and reliable and is available when those with authorized access need it. As routine we keep the backup of data with or

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without knowledge of any customer to minimize the risk, but we never share it to any one and it has available on demand from customer end.

## Network Availability

At reseller99, we understand the time critical importance of asset availability. We make every effort to ensure that your services are accessible to your end or for your client got 100% Network Up-time. We will always try to maintain from server end to make it 100% availability for all the services. Till now we are able to provide 99% up-time for all of our services.

**Reseller99 does not provide any compensation for any downtime occurs in any of the services.**

All the services are providing according to plan define at our website. Customer need to visit the website and check carefully.

## Data-center

Our data center physically located at Germany, Europe.

## Force Majeure

If either Party shall be prevented from performing any portion of this Agreement (except the payment of money) by causes beyond its control, including labor disputes, civil commotion, war, governmental regulations or controls, casualty, inability to obtain materials or Service(s) or acts of God, such Party shall be excused from performance for the period of the delay and the time for such Party's performance shall be extended for a period of time equal to the duration of such delay. Notwithstanding anything to the contrary contained in these terms of service and policies, Reseller99.com shall not be liable in any manner to the extent its performance is delayed by any event or cause beyond the control of Reseller99.com. Including without limitation, fire, explosion, storm, flood, electrical blackout, heat or cool, war, rebellion, terrorist

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act, insurrection, riot, strike, breakdown or accident to machinery, or compliance with the order of any governmental authority.

## Disclaimer

Reseller99 will use reasonable and try to resolve problems as quickly as possible. As Reseller99 offers this service based on a combination of third party Hardware & Software, Reseller99 will not offer any service credits to the Customer in case of non-availability of his/her web site due to a problem with not having a redundant architecture in their set up. In such cases, Reseller99 will work with the customer to remedy problems at the earliest.

Reseller99.com will not be responsible for any damages of your business may suffer. Reseller99 makes no warranties of any kind expressed or implied for services we provide.

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