



REALMS HOSTING
FAST - AFFORDABLE - GAME SERVERS

TERMS OF SERVICE

SERVICE REFUND POLICY

If a customer logs in Realms Hosting through a ticket in the client area within 48 hours of an initial service payment that did not involve any coffer funds, Realms Hosting will issue a refund and terminate the service. we may take a small processing fee, typically the same percentage which we are charged on the initial payment from the payment gateway.

In all other cases, Realms Hosting does not offer refunds unless Realms Hosting cancels a service forcibly (against a renter's wishes). for these Realms Hosting-triggered forced-shutdown cases, a prorated refund will be provided to cover the remaining prepaid days.

SERVICES WE DON'T OFFER REFUNDS FOR:

- We do not offer refunds for any location transfers.
- We do not offer refunds for any upgrades.
- Payments that have been made to add to a clients wallet. When cancelling a service with us, it is your responsibility to cancel any paypal subscription you have tied with that service. Failure to do so will result in overpayments which will be assigned to your credit balance. Overpayments are not refundable.



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It is also the customers responsibility to cancel their service before the due date if they do not wish to be charged or billed for it. Any refund requests must be made through a ticket submitted through the client area, cancellation requests are not refund requests. Any disputes placed through paypal means your service will be automatically terminated and you will not be entitled to a refund. Make sure to place a ticket asking for help first and if we cannot solve your problem you will get a full refund as long as it's in the 2 days refund policy.

VPS TERMS

All vps's are not supported. Meaning you will not receive help on how to install anything. You will have to search yourself, because of this you will not be entitled to a refund if you don't know how to work a virtual private server.

Realms Hosting has a knowledge base you can check on how to install certain games onto your linux server - this will be the only form of help with the linux virtual private servers.

LIFETIME PLAN TERMS

Any Lifetime Servers purchased will allow clients to not have to pay an invoice. Lifetime plans means that we "Realms Hosting" will guarantee a client's service for the duration of Realms Hosting. This means, if Realms Hosting closes down in the near future, all Lifetime plans will be Terminated without refunds.



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FAILURE TO RENEW FOR A SERVICE ON TIME

If you fail to pay for your service on time, your service will be suspended after three days the invoice is due, after 7 days your service will be terminated. Realms Hosting will not be held responsible if the customer fails to pay on time and we terminate their server along with their data. Any invoice that is overdue, an additional 30% fee will be added to the invoice. Your invoice will be overdue after 1 day of the server renewal date.

SETUP OF SERVER TIME

We "Realms Hosting" do not have instant setup times. Every time an order is placed, it is up to the payment system if your service gets set up instantly. Most of the time services are set up straight away, however if you have been waiting longer than a few hours create a ticket. We can't guarantee an instant setup.

SERVER PERFORMANCE AND UPTIME

We aim to provide 100% uptime on all services, but that is not always the case. On the rare occasion, we may need to perform vital maintenance on your server, we will inform you 24 hours minimum before this maintenance takes place. If your server keeps crashing and is due to a third party application this can't be used as leverage to gain compensation.

DATA LOSS

Realms Hosting will not be responsible for any data loss, whether that's from someone accessing your account or to you accidentally reinstalling your server. Realms Hosting is also not responsible for any data loss due to corruption. All clients have the responsibility to backup their own servers on a daily basis / weekly bases



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COPYRIGHT POLICY

Any use of any of our services to infringe copyright or trademark law is unacceptable. If you're found to be infringing copyright or trademark law from a service provided through us we reserve the right to suspend or terminate your service without warning. This includes using nulled or cracked versions of any form on our services.

If you're found to be reusing or reproducing any of Realms Hosting's work, you will be banned from any and all services including Realms Hosting's website. This includes any graphic design, website design, or website code.

SECURITY OF CLIENTS ACCOUNTS

If in any situation a clients account gets hijacked, realms hosting will not be held responsible.

Customers should make sure their accounts are safe from hijackers.

LIABILITY

Realms Hosting will not be held responsible for payments/donations that are received in exchange for virtual goods on a customers server. By purchasing a server you remove all liability from realms hosting in regards to customer service, payments and disputes relating to virtual goods.

We are not affiliated with fivem in any way

Understanding these terms is important because, to use our services, you must accept these terms.

Besides these terms, we also publish a Privacy Policy. Although it's not part of these terms, we encourage you to read it to better understand how you can update, manage, export, and delete your information.

