

## General Terms of Service

Last Updated: 2025-05-06 | Redeco Hosting | General Terms of Service

Welcome to Redeco Hosting. By using our services, you ('the Customer' or 'user') agree to the following Terms of Service. Please read them carefully. If you do not agree to these terms, you must not use our services.

### 1. Definitions

#### 1.1 Customer:

The purchasing party — the person or legal entity who purchases or uses a service from Redeco Hosting.

#### 1.2 Redeco Hosting:

The business entity registered under the trade name 'Redeco Hosting', part of Redeco IT Group B.V., KVK: 98981870, located at Emmasingel 13, 6001 BA Weert, The Netherlands.

#### 1.3 Personnel:

Everyone employed or hired by Redeco Hosting.

#### 1.4 Management:

The individuals holding C-Suite positions within Redeco Hosting.

#### 1.5 Services:

Web hosting, email hosting, VPS hosting, dedicated servers, dedicated racks, colocation services, or any other related solutions provided by Redeco Hosting, in managed or unmanaged form.

#### 1.6 Client Area:

The online platform at <https://redecohosting.com> where you can manage your account, services, and billing.

#### 1.7 Agreement:

These Terms of Service, including any amendments, supplementary terms, or additional documents incorporated by reference.

## 2. Delivery & Obligations

2.1 Redeco Hosting aims to deliver the purchased service within 24 hours, unless stated otherwise in the product description. This is an estimate and may be affected by external factors.

2.2 The corresponding invoice must be paid within 14 days from the invoice date. If payment is not received by that deadline, Redeco Hosting reserves the right to suspend or terminate services until payment is completed.

2.3 Redeco Hosting guarantees that the product meets the specifications stated in the offer at the time of purchase.

2.4 Maintenance work may occur without prior notice. Interruptions due to maintenance are not considered downtime unless explicitly agreed upon in a separate Service Level Agreement (SLA).

2.5 Excessive Use: If your service usage exceeds reasonable or allocated resource limits, Redeco Hosting reserves the right to suspend or limit the service, or charge additional fees. See also the Fair Use Policy.

2.6 You are responsible for ensuring that your use of the services complies with these Terms and applicable law.

## 3. Payments & Invoicing

3.1 Every invoice must be paid within 14 days from the invoice date, unless otherwise agreed in writing. Failure to pay may result in suspension or termination of services.

3.2 Services may not be activated automatically after payment verification. In rare cases, manual processing may be required.

3.3 Overdue accounts may be suspended or terminated. You are responsible for any fees or charges incurred due to late payment.

3.4 Right of Withdrawal: The right of withdrawal begins upon activation of the service and lasts for 14 days, unless exceptions apply. This right does not apply to custom-built or tailor-made services (e.g. custom dedicated servers, custom VPS) or to business customers, unless otherwise required by law.

3.5 Refunds, where applicable, are governed by our Refund Policy. Additional refunds or credits beyond that are at the sole discretion of Redeco Hosting.

3.6 Prices are subject to change with at least 14 days' notice. If you do not agree to the new rates, you may terminate your service according to Section 8.

3.7 All prices are quoted in Euros (EUR) and exclude VAT for customers outside the Netherlands. Applicable VAT will be added for customers within the Netherlands. International customers are responsible for any applicable taxes in their jurisdiction.

3.8 Payments are processed via Mollie B.V. Available payment methods include iDEAL, credit card, PayPal, and other methods as shown at checkout. Redeco Hosting does not store payment card details.

## 4. Use of Services

4.1 Acceptable Use: You agree to use our services for lawful purposes only. Prohibited activities include:

- Sending spam or bulk unsolicited emails;
- Hosting or distributing malware, viruses, ransomware, or phishing content;
- Infringing on intellectual property or proprietary rights;
- Engaging in activities that violate privacy or data protection laws.

4.2 Illegal Content & Conduct: It is strictly prohibited to use Redeco Hosting's services for activities that contravene Dutch law, including:

- DDoS attacks or any form of network disruption;
- Spreading defamatory, racist, hateful, or otherwise offensive content;
- Hosting content related to terrorism, child exploitation, or human trafficking.

4.3 Security: Redeco Hosting reserves the right to suspend services or implement protective measures to prevent harm to our systems or third-party systems.

4.4 Liability for Violations: Redeco Hosting may recover damages resulting from violations of these Terms. You agree to indemnify and hold Redeco Hosting harmless from all third-party claims resulting from such violations.

4.5 Compliance with Third-Party Services: If you integrate third-party services within your hosting environment, you are responsible for compliance with those third-party terms and licenses.

## 5. Service Level Agreement (SLA)

5.1 Redeco Hosting targets 99.9% uptime per calendar month. This does not include scheduled maintenance or events outside our reasonable control (force majeure).

5.2 Scheduled maintenance will be announced in advance where possible. Emergency maintenance may be applied without notice.

5.3 Compensation for service interruptions is limited to service credits as defined in the SLA. Credits are applied to future invoices and have no cash value. The full SLA is available at <https://redecohosting.com/legal>.

## 6. Intellectual Property

6.1 You retain all rights to your own content hosted with Redeco Hosting. You grant Redeco Hosting the right to store and transmit such content as necessary to provide our services.

6.2 All visual and written content on Redeco Hosting's platforms is protected by copyright. Unauthorized use, replication, or distribution is prohibited.

6.3 Redeco Hosting's name, logos, and identifying marks are our property. You must not use them without prior written consent.

## 7. Data Backup and Security

7.1 Redeco Hosting performs daily backups on a best-effort basis, unless the customer has arranged otherwise. These backups are not guaranteed. You are responsible for maintaining your own independent backups.

7.2 Redeco Hosting is not liable for data loss unless caused by our gross negligence.

7.3 Redeco Hosting employs industry-standard security measures. By using our services, you acknowledge the inherent risks of online data storage. For full details, see our Technical and Organizational Measures (TOMs) at <https://redecohosting.com/legal>.

## 8. Termination

8.1 You may terminate your service by providing written notice through the Client Area. Termination typically takes effect at the end of the current billing cycle.

8.2 Redeco Hosting reserves the right to suspend or terminate services if you violate these Terms or if we suspect fraudulent, abusive, or unlawful activity.

8.3 Upon termination, all data associated with the account may be deleted immediately or retained for a limited period at our discretion. You may request return or deletion of your data in accordance with our Privacy Policy and Data Processing Agreement.

8.4 Force majeure events (e.g. supplier failures, DDoS attacks, natural disasters) may justify service interruptions or terminations without liability.

## 9. Liability

9.1 Redeco Hosting is not liable for damages resulting from service interruptions or maintenance, unless caused by our gross negligence or willful misconduct.

9.2 The maximum liability of Redeco Hosting shall not exceed the value of the service fees paid during the last 12 months for the affected service.

9.3 Redeco Hosting is not liable for indirect, incidental, consequential, or special damages, including loss of profits, revenue, data, or business opportunities.

## 10. Pricing

10.1 All prices listed on Redeco Hosting's platforms are subject to typographical errors.

10.2 Redeco Hosting reserves the right to adjust prices with at least 14 days' advance notice. Continued use after a price change constitutes acceptance of the new pricing.

## 11. Privacy

11.1 Your data is collected, stored, and processed in accordance with our Privacy Policy, available at <https://redecohosting.com/legal>. By using our services, you consent to such processing.

11.2 Where Redeco Hosting processes personal data on your behalf as a Data Processor, a separate Data Processing Agreement (DPA) applies, available at <https://redecohosting.com/legal>.

## 12. Communication

12.1 Redeco Hosting communicates via the following official channels:

- Website: <https://redecohosting.com>
- Email: [info@redecohosting.com](mailto:info@redecohosting.com) or any address from the [\\*@redecohosting.com](mailto:*@redecohosting.com), [\\*@redecoitgroup.com](mailto:*@redecoitgroup.com), [\\*@redecoit.nl](mailto:*@redecoit.nl) domains.
- Telephone: +31 85 060 46 71
- Client Area: <https://redecohosting.com>
- Social media: X (formerly Twitter), Instagram, LinkedIn
- Discord: server ID 399245063600865290

12.2 Unauthorized communications via channels not listed above will not be recognized as valid official correspondence.

### **13. Governing Law and Dispute Resolution**

13.1 These Terms of Service are governed by and construed in accordance with the laws of the Netherlands.

13.2 Any disputes arising from these Terms shall be submitted to the exclusive jurisdiction of the competent court in Dordrecht, the Netherlands.

### **14. Warranties and Disclaimer**

14.1 Except as expressly provided, Redeco Hosting disclaims all warranties, including warranties of merchantability, fitness for a particular purpose, and non-infringement.

14.2 Redeco Hosting does not guarantee that services will meet your specific requirements or operate without interruption.

### **15. Indemnification**

15.1 You agree to defend, indemnify, and hold harmless Redeco Hosting, its personnel, and affiliates from all claims, damages, losses, and expenses arising from your use of the services or violation of these Terms.

### **16. Changes to These Terms**

16.1 Redeco Hosting may update these Terms of Service with prior notice. Continued use of our services after any changes constitutes acceptance. If you do not agree, you must stop using the services.

### **17. Entire Agreement**

17.1 These Terms of Service, together with all referenced policies and documents, constitute the entire agreement between you and Redeco Hosting and supersede all prior agreements regarding the use of our services.

By using our services, you acknowledge that you have read, understood, and agree to these Terms of Service.

Questions? Contact us at [info@redecohosting.com](mailto:info@redecohosting.com) or +31 85 060 46 71.