

Special conditions for Acronis backup

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1.0 General

This agreement governs the relationship between ServeTheWorld (STW) and the Customer.

The purpose of this document is to establish the specific terms that apply to web hosting. These specific terms supplement the general terms of the agreement. In case of conflict between the two, the specific terms take precedence over the general terms.

Matters not defined in the specific terms are subject to the General Terms and Conditions.

2.0 Money-Back Guarantee for 90 Days

In the event that the Customer is not satisfied with Acronis backup within a period of 90 days and chooses to cancel the service, any payment made for Acronis backup will be reimbursed.

3.0 Subscription

Acronis backup is an ongoing subscription billed in advance. The Customer's payment obligation lasts as long as the ongoing billing period, unless otherwise agreed in writing. Subscriptions are automatically renewed under the current terms unless valid notice of termination is given. If the Customer terminates after a new billing period has begun, the Customer must pay for the entire billing period.

4.0 Liability

Acronis Backup is a self-managed service by the customer. STW cannot be held responsible for backup failures or missed backups. The customer has access to a Control Panel used to manage Acronis Backup. Among other functions, the customer can initiate continuous automatic backups, start/stop backups, and more. It is advisable for the customer to regularly monitor that backups are indeed being executed. STW suggests that the customer adheres to established routines for backup software management. Following the 3-2-1 backup principle is recommended.

Under no circumstances can the Customer claim compensation beyond the amount paid for VPS in the last 12 months, calculated from the time liability was notified. Compensation does not cover liability for indirect losses, including lost profits, consequential losses, and other consequential damages. Claims for compensation must be made without undue delay.

STW is not liable in the event of Force Majeure.

5.0 Cancellation

The Customer shall initiate the termination process within the Control Panel, unless otherwise is accepted by a representative at STW. If the Customer cancels in any other manner, STW has the discretion to decide whether the termination will be accepted.