

Definitions

1. "You" refers to a customer of adamandgeorge.co.uk.
2. "adamandgeorge.co.uk", "I", "our", "we" or "us" refer to adamandgeorge.co.uk.

General

1. You agree to take full and sole responsibility for the content you publish using our hosting service and any consequences that may arise from its publication.
2. The usernames and passwords we give you are for your personal use only and must be kept secret at all times. If you suspect your password has been discovered by a third party, you must contact us immediately so we can issue a new one.
3. We do not guarantee to have a backup of your data at any time. We strongly recommend that you have an independent backup of all data stored on our servers in the event we are unable to recover your data after a data loss.
4. We will not be held liable or deemed responsible for any loss of business, personal loss or any other damages incurred by the use, misuse, unavailability or removal of the services we provide to you for whatever reason (including but not limited to acts of God, force majeure, loss of network connectivity, equipment failure and data loss).
5. Where a server failure may occur, We will aim to fix it as quickly as possible. In the event of failure, We do not guarantee any service resume period, and will not be held liable for any losses incurred during the outage period.
6. In the event of a service failure, We will attempt to set up a temporary emergency domain on which essential files may be hosted. This domain will be subject to terms and conditions of use. No guarantee is made or implied that this domain will be available.
7. By purchasing products or services from us, you indicate acceptance of these terms and agree to abide by them.
8. We reserve the right to update these Terms and Conditions at any time without notice.

Publishable Content

1. You may not publish or link to Adult, WareZ (pirated software) or any other illegal content on your website.
2. You may not publish any copyrighted materials to which you do not own explicit rights to publish.
3. You may not publish or link to content which could cause serious offence to others, or content of a violent nature.
4. The definition of "Adult", "serious offence" and "illegal" content is left to the sole discretion of adamandgeorge.co.uk.
5. Any users violating our publication policies will have their accounts terminated immediately without notice or refund.

Bandwidth & Disk Allocations

1. You may not exceed your allocated monthly bandwidth allowance.
2. Customers who use more than their allocated monthly bandwidth limit will be charged 10p per excessive MB per month.
3. Any charges incurred through exceeding your monthly bandwidth will be invoiced to you by e-mail or post. You will be given 30 days to settle the excess charges.
4. Your monthly bandwidth allowance is indicated on your Hosting invoice.
5. Your server disk allocation is indicated on your Hosting invoice. Additional storage space can be purchased at any time.
6. Each e-mail account may be allocated a quota (in MB) by You. This quota is taken from your allocated server disk space.
7. Your quota of MySQL databases is indicated on your Hosting invoice. Additional storage space can be purchased at any time.
8. Your quota of sub-domains is indicated on your Hosting invoice. Additional storage space can be purchased at any time.

Fair Use Policy

1. If You are consuming an unusually large amount of Bandwidth, CPU or Disk resources on our server which is affecting the quality of service for other users, We may suspend your account without notice until usage is returned to normal levels.
2. If You regularly receive large files by e-mail, or a large number of normal messages (over 300 a day), We may ask to pay a supplementary charge to cover the additional bandwidth they are using.

Services and Security

1. All activity on our servers and network is logged. Should You be found trying to gain the access privileges of another user, view or modify files or data outside your home directory or database, or performing any other activity of this sort, Your account will be immediately terminated without refund, and criminal and legal proceedings may be brought against You.
2. Any users found sending unsolicited bulk e-mail (spam) using our services will have their accounts immediately terminated without notice or refund.
3. Whilst every attempt is made to secure your data from outside attack or theft, we are not liable if any "Internet Hacker" or other unauthorised intruder views, copies, changes, or publishes the data stored on our servers in any way. If you have to store sensitive data on your account, we strongly recommend encrypting it beforehand to ensure it is only accessible by authorised users.
4. Where passwords or protected folders are used, We will not be responsible or liable should the protection be hacked, bypassed or otherwise made redundant by any person, organisation, software or other entity.

Cancellation and Refunds

1. You can cancel your Web Hosting account at any time by writing to us at our published postal address or sending an e-mail to admin@adamandgeorge.co.uk. The written request must contain your account password for security reasons and should arrive at our office at least 30 days before your next billing period to ensure you are not automatically invoiced again.
2. Once we have received payment for a given billing period, usually 12 months, We are unable to refund any part of this amount.
3. Payments made for SSL Certificates or Domain Names cannot be refunded under any circumstances.
4. Once you have instructed us to close your account, all files, e-mail and databases associated with the account will be permanently deleted.

Other Concerns

1. We reserve the right to update these terms of agreement, and any of our terms and conditions, at any time without notice.
2. Any matter that arises which is not covered within these terms, will be considered, decided and acted upon solely at Our discretion. We will not be held liable or responsible for any loss, damage, misunderstanding, misrepresentation, etc. at any time unless explicitly stated within these terms and conditions.

By paying for or accessing your account in any way, you agree that you accept all the terms and conditions above.