

VPS Terms of Service

4-6-2020

The use of services from Zinglo.net, [hereafter referred to as "Zinglo"] constitutes agreement to these terms. You may view our Privacy Policy [here](#).

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1. Cancellations and Refunds

Any abuse of our staff in any medium or format will result in the suspension or termination of your services. Customers may cancel at any time via a cancellation form. Notice you Cancellation take 30 days

So if your invoice date is 8-8-17 and you cancel it on 7-8-17 than you have to pay your invoice. If you cancel it 20 days before your invoice date than we cancel the server and we deactivate the invoice

Is your invoice already created than you are too late with the cancellation.

We have No Refunds so if you rent server make sure you have the right server.

2. Resource Usage Limits

VPS accounts may not:

0. exceed a 15 minute load average greater than two (2) times the amount of CPU cores given.
1. run public IRCd's or malicious bots.

2. run any type of BitTorrent client or tracker that links to or downloads illegal content.
3. use an Open/Public proxy, or utilize a proxy to access illegal/malicious content.
4. use I/O intensive applications which adversely affect normal server operations.
5. On a regular base we do a port-test, so if your ports are open at that time they will be vulnerable. As example, if port 1111 is open we will warn you only one time about it and if you do not respond to it we will disable the server or take the server back.

3. Mail Policy

VPS accounts will be governed by our dedicated mail policy, which is available at Dedicated mail policy.

4. Backup and Data Loss

Your use of this service is at your sole risk. Our backup service is provided to you as a courtesy. Zinglo is not responsible for files and/or data residing on your account. You agree to take full responsibility for files and data transferred and to maintain all appropriate backup of files and data stored on Zinglo servers. Backups will not be provided for accounts that have been suspended or terminated for any reason unless otherwise agreed to in writing by Zinglo.

5. Uptime Guarantee

Approval of any credit is at the discretion of Zinglo dependent upon justification provided. Third party monitoring service reports may not be used for justification due to a variety of factors including the monitor's network capacity/transit availability. The uptime of the server is defined as the reported uptime from the operating system and the Apache Web Server which may differ from the uptime reported by other individual services. To request a credit, please visit <https://zinglo.net/submitticket.php> to create a support ticket to our Billing department with proper justification. The 99.9% up time guarantee only applies to shared/reseller solutions. Dedicated and VPS servers are covered by a network guarantee in which the credit is prorated for the amount of time the server is down, which is not related to our uptime guarantee.

