



Terms of Service

Updated: 11/18/2023

1. Refunds & Cancellation

- 1.1. In order to cancel your services, you must issue a cancellation request within our billing area. Additionally, you must manually cancel any active PayPal subscriptions that were created when ordering your service. We do not have access to deduct funds from your PayPal account and will not be held responsible for automated payments made via a subscription.
- 1.2. If you cancel your server through the panel you must include in the "cancellation reason" that you would like to request a refund. Without stating that you would like a refund in the cancellation request we cannot provide a refund if requested later.
- 1.3. We provide a 48hrs (Hour) refund policy. Refunds are only provided to clients with valid reason. If your service has exceeded our 48hrs refund policy, we cannot offer you a refund.
 - 1.3.1. Non-Refundable Items: Dedicated Servers, Domains
- 1.4. Late Fees are added to services after 3 consecutive days overdue.
- 1.5. Failure to make payment within 7 days of an invoice due date will result in the related service becoming terminated.
- 1.6. Any Chargebacks or reversed transactions will result in account termination.
- 1.7. Addons, and crypto currency payments are non-refundable.
- 1.8. Clients are allowed 1 refund per 6-month period.

2. Accounts

- 2.1. We reserve the full right to terminate your account at any time, with or without given notice. Your account will be terminated if you are found in violation of any of these terms.
- 2.2. In order to register on our site, you are required to have a valid, unique email address. Showing a fake email address will result in terminated accounts.
- 2.3. When ordering a server, or any other service from <https://enzonix.com>, you are only renting the service. All services remain the property of Enzonix LLC.

3. Legal Obligations

- 3.1. We claim no responsibility whatsoever for what you choose to host on your server.
- 3.2. You may not use our services to host or distribute adult or illegal material.
- 3.3. Your service can be terminated at any time for any reason.

4. Liability

- 4.1. Enzonix will not be liable for delays or failure in performance caused by acts of God, war, terrorism, strike, labor dispute, work stoppage, fire, an act of government, or any other cause, whether similar or dissimilar, beyond our control.
- 4.2. Enzonix reserves the right to restrict, alter, or modify fees, benefits, rules, regulations, special offers, membership terms, and conditions or terminate services at any time extending from a valid reason.
- 4.3. Enzonix is not liable to store any statistical data regarding servers, such as user information.
- 4.4. Due to the nature of the services we provide, there may issue such as but not limited to, performance impacts, data corruption, data loss, and lag. These issues are out of our control and are not the result of our hardware or network. We are not liable for these issues, although a reasonable effort will be made to assist you with any problems you may experience. However, we do offer backups that can be downloaded and restored at any time if taken by the client inside the management panel.

5. Services

- 5.1. All services are still subjected to software limitations and physical hardware limits.
- 5.2. We cannot assure that the site is completely free from exploits. If a user is caught exploiting any area of Enzonix LLC, their account will be permanently terminated.
- 5.3. We reserve the right to modify any of the information on the site at any given time.
- 5.4. Enzonix LLC reserves the right to disable and terminate your server if your server is regularly attacked with large scale denial of service attacks which disturb other users products or services.
- 5.5. If your service or services have been obtained through a Giveaway or Promotion code or even through a partnership with Enzonix, we reserve the right to modify or cancel your services as we see fit. Enzonix LLC is not liable for any servers won through Giveaway or Reward.

6. **VPS & VDS & Dedicated Services**

- 6.1. We are not responsible for any information held upon your services.
- 6.2. If illegal content is found on one of your services your service will be terminated Instantly without warning and no refund.
- 6.3. Launching a DDoS or similar type of attack from our services is strictly prohibited. If any user is found to be participating in such action the user will be Suspended until information has been exchanged and a conclusion has been reached. Conclusions may include Termination without refund.