



TERMS & CONDITIONS

The use of services from HYPERSPACE HOSTING LIMITED constitutes agreement to these terms. You may view our Privacy Policy [here](#).

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. HYPERSPACE HOSTING LIMITED gives you an unconditional 7-day money back guarantee on Virtual Private Servers for any customer who paid the first invoice with a credit card or with PayPal.

Only first-time accounts are eligible for a refund. For example, if you have had an account with us before, canceled and signed up again, you will not be eligible for a refund or if you have opened a second account with us.

The following methods of payments are non-refundable, and refunds will be posted as credit to the hosting account:

Bank Wire Transfers

Western Union Payments

Checks

Money orders

2.) Resource Usage Limits

VPS accounts may not:

- a) exceed a 15-minute load average greater than two (2) times the amount of CPU cores given.
- b) run public IRCd's or malicious bots.
- c) run any type of BitTorrent client or tracker that links to or downloads illegal content.
- d) use an Open/Public proxy or utilize a proxy to access illegal/malicious content.
- e) use I/O intensive applications which adversely affect normal server operations.

3.) Inodes

VPS accounts come with a default inode limit of 1,000,000 to better protect the file system. The limit can be increased if there is a legitimate reason to have it increased. To make a request, please email our support team.

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.



HYPERSPACE HOSTING LIMITED 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 HYPERSPACE HOSTING LIMITED servers. Backups will not be provided for accounts that have been suspended or terminated for any reason unless otherwise agreed to in writing by HYPERSPACE HOSTING LIMITED.

5) Uptime Guarantee

Approval of any credit is at the discretion of HYPERSPACE HOSTING LIMITED 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 <http://hyperspacehosting.com> 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 time the server is down, which is not related to our uptime guarantee.