

Standard Terms & Conditions

Anu Internet Services Ltd
St Brandon's House
29 Great George Street
Bristol
BS1 5QT
United Kingdom

These Terms and Conditions lay out the conditions under which we will supply our products and services to you. We, us or our in this document refers to Anu Internet Services Ltd, a company registered in England and Wales with company number 5448643. You shall mean you, the customer, who have agreed to purchase products and/or services from Us.

By agreeing to purchase products/services from Us, you agree to be bound by these Terms and Conditions.

Hosting services

Without prior written agreement, you may not store or distribute from our servers any material deemed illegal by law in England and Wales.

You agree to take adequate measures to prevent unauthorized relaying of messages via your hosting accounts, including but not limited to Unsolicited Commercial Email (UCE). We reserve the right to temporarily suspend without remedy any hosting services found to be relaying unsolicited messages until a fix can be found and applied.

You agree to pay any excess fees incurred for bandwidth usage above the amount included with your hosting service based on current prices or at a price agreed separately prior to the excess being recorded. Failure to pay excess bandwidth fees within the terms agreed or as stipulated in these terms and conditions may result in us suspending your services without remedy until such fees as paid in full.

Licenses

Licenses for software or services purchased from us remain our property unless otherwise stated and agreed and may not be transferred away from our servers or used for any purpose other than for the provision of service under these terms and conditions.

You agree to pay us any costs we incur for the purchase of licenses required for products/services ordered.

Support

We agree to provide support for products/services purchased from us within a reasonable timeframe. We reserve the right to charge additional fees for support where appropriate. Should we determine that your support request is chargeable, we will notify you of such and agree a price in advance. You agree to pay this fee whether the solution found is satisfactory to you or not.

Price and payment

You agree to pay us for products/services ordered within the terms agreed and specified on your invoice. For manual billing, if no specific agreement or terms are specified, you agree to pay all invoices in full within 30 days from the invoice date. If you have signed up for automatic

monthly billing your credit card will be charged for the open balance on your account on the 7th of each calendar month.

We reserve the right to suspend service should payment remain outstanding after the agreed term has expired.

Our prices are quoted excluding Value Added Tax (VAT). Customers within the EU agree to pay any VAT due in addition to the net amount quoted, unless you can provide proof of VAT exemption or provide a valid VAT ID for a company registered in the EU but outside of the UK. Non-EU customers will not be charged VAT.

You may pay your invoices using a credit or debit card by calling our customer services, or online through our Customer Portal. We will not save or store your credit card data when making payment over the phone or for one time payments via our Customer Portal.

When completing your payment via our Customer Portal you will be given the option of signing up for automatic monthly billing. By signing up for automatic monthly billing you agree to us storing your credit card number on your file for the purpose of taking payment for invoices falling due automatically on the due date. Your card number will be stored encrypted and will never be disclosed or made visible to anyone other than for the purpose of authorizing payment via our merchant services provider. You may enter new card details on your file at any time via our Customer Portal and you may also delete your card on file at any time via our Customer Portal or by calling customer services.

If you sign up for automatic monthly billing, you will receive your monthly bill via e-mail on the 1st of each calendar month. You will have 7 days in which to verify the accuracy of the invoice. If you do not raise any queries regarding the invoice, your credit/debit card will be charged for the total balance of all open invoices on your account on the 7th of each calendar month. You will receive a payment confirmation e-mail with details of the payment taken.

Termination

You may cancel any ordered product or service within 14 days from the order date without incurring any liability to pay us for services rendered, excluding any costs reasonably incurred by us in fulfilling your order, including but not limited to the purchase of domain names or software licenses on your behalf for which the quoted amount will remain due.

Unless otherwise agreed, you agree to provide us with 1 calendar month notice should you wish to terminate any recurring service.

Amounts paid in advance are non-refundable. If a service is canceled part way through a billing cycle, we may issue a credit note for excess amounts paid, excluding any costs we have incurred in providing the service for the full billing cycle. This may include costs such as license fees or domain name charges.

We reserve the right to terminate your services immediately without remedy in the event of:

- 1.** Non-payment of invoices falling due within agreed terms
- 2.** Your failure to comply with these terms and conditions
- 3.** A court with appropriate jurisdiction orders us to do so

We reserve the right to terminate our contract to provide you with products/services by providing you with 30 days notice in writing and refunding any excess amounts paid.

Limitation of liability

You assume complete liability for the content and functionality of any code, documents or other media stored on server space provided by us.

Should we fail to meet our obligations under these terms and conditions and under any separately agreed service level agreements, you agree that our liability to you be limited to any amounts paid for provided services within 6 months of the date on which we failed to meet such obligations.

We cannot be held liable for losses whatsoever incurred by you that result from our failure to comply with these terms and conditions or to meet service level agreements as agreed separately.

Notices

Notices from one party of this agreement to the other shall be deemed received when:

1. Notice is delivered by email, and the other party responds to the notice confirming receipt.
2. Notice is delivered by registered mail for which a delivery receipt is obtained.