

Last Revision: 03/13/2023

Halvex Terms of Service

This terms of service agreement govern the terms and conditions of Halvex Inc. Halvex (Halvex Inc.), will provide services and products to consumers described in the order form and described in these terms and conditions. For the purposes of the Terms of Service, "Consumer" shall be the individual, or entities executing the transaction with Halvex Inc.

Using services provided by Halvex, you automatically agree to the terms and services instructed below, with no exception. If you do not agree, you must terminate your services immediately.

For all clients that purchase services and products provided by Halvex, the client is obligated to follow the Terms of Services for the service and products provided. Failure to comply will result in immediate termination of the client's services.

We, Halvex, reserve the right to terminate any services or products offered to the consumer, at any time for any reason. Halvex, is not responsible to provide a refund or any form of compensation for any reason.

We reserve the right to update and modify any part of our Terms of Service at any time, with or without notice. It is the customer's responsibility to review the Terms of Service and keep updated with changing policies. To be notified of any changes, please review "Last Revision:" at the top of this page.

Age Requirement

The consumer must be at least thirteen (13) years of age in order to use and purchase services provided by Halvex. If the consumer is under the age of thirteen (13), they will require the permission of a parent or legal guardian to use services provided by Halvex.

The consumer must be at least thirteen (13) years of age in order to register an account on Halvex due to the Children's Online Privacy Protection Act enforced by the Federal Trade Commission since April 21, 2000. If the consumer is under the age of thirteen (13), they will require the permission of a parent or legal guardian to register an account on Halvex.

Payments, Refunds, and Cancellations

Once the consumer receives the invoice, if no payment is received after 3 days, the consumer's services will be suspended. Halvex offers a 4-day grace period to receive payment, if no payment is received after the 4-day grace period, the consumer's services will be terminated. If the consumer has been using Halvex for longer than 30 days, and the consumer receives an

invoice, and no payment is received, the consumer is given 7 days to pay the invoice before the services are suspended. The consumer is given a 14-day grace period to pay the invoice, after the grace period and no payment has been received, the consumer's services are terminated.

If the consumer purchases a service on Halvex, the consumer is eligible for a refund before the 72-hour period. If they are dissatisfied with the services, a refund will be issued. After 72 hours, the consumer is no longer eligible for a full refund. Refunds are done on a case-by-case basis and authorized by the managing directors. After the managing directors have made their decision, it is final.

Payment Reversal

If Halvex makes an error in billing, Halvex will take responsibility for reversing payment if made aware of it in 24 hours or less. Halvex routinely checks for errors in processing but will try its best to identify the problem before the consumer. On the other hand, if the consumer's bank initiates a payment reversal without the explicit consent of Halvex, an indefinite termination of services to the consumer will be conducted immediately.

Improper Usage

The consumer is not prohibited from misusing the services in any way. If the consumer is deemed to be misusing the services and products provided, Halvex will immediately terminate the consumer's account. If the consumer is deemed to be negatively affecting the services and products provided, Halvex will immediately terminate the consumer's account.

If the consumer is misusing or negatively affecting the products and services provided, Halvex is not responsible to give a warning before termination or give a reason for termination.

Improper use of service includes but is not limited to:

- Hosting instant download links
- Offensive, Pornographic, and Racist content
- Hosting illegal content
- Use of services solely as storage.

Hyperlinking

Hyperlinking any link affiliated with Halvex without proper authorization is prohibited. Other groups and businesses may link our website and products on platforms under authorization by Halvex.

General Terms

All details must be valid in the client area. No fake or misleading information can be entered. This includes, but is not limited to: the clients' full name, email address, postal address, and location. Halvex has the right to terminate any purchased/ordered services if false information has been detected.

Using another individual's information is against the law of the Identity Theft Penalty Enhancement Act enforced by the Federal Trade Commission (FTC). If the client has been caught using false personal information to register an account, the client has forty-eight (48) hours to change the details to their own credentials after receiving a notification. If this has not been done within that time period, the client's account and service will be terminated. Halvex takes no liability and provides no warranties once a server is suspended.

Discord

By joining the Halvex Discord server, you immediately agree to Discord's Terms and services. Halvex is not responsible for an account ban carried by Discord. For more information, visit the Discord TOS at discord.com/terms and the Discord Community Guidelines at discord.com/guidelines. For more information regarding server rules, visit the Rules channel.

Consumers are asked to follow the rules and follow moderators' instructions. Any offensive, racist, pornographic, or illegal content will result in an immediate and permanent ban with all Halvex services terminated.

Advertising messages are strictly prohibited, there are designated advertising channels for clients to promote their hosting with us. Failure to comply with the terms above will result in an immediate permanent ban from the server, as well as all Halvex services terminated.

Gameserver Panel Terms

Using RAM exploits or creating alternate accounts (Alts) to bypass certain features will ban the client's IP address from Halvex. CPU abuse will result in a warning or suspension. Our servers are limited to set CPUs for different game servers.

Hosting botnets, DDoS setups, and other malicious code is prohibited and action will be taken immediately.

Contact support for more information via email, support@halvex.net, or our Discord.

Minecraft

Using sub-servers is prohibited and action will be taken immediately. This includes plugins such as SubServers from the Spigot. Using crack, leaked, or blacklisted plugins from sites such as Black Spigot.

The use of these entities will result in a 24-hour suspension to rectify the problem and will result in immediate termination of services. Bungeecord and multi-instance hosting is not allowed for free servers. The client will need to purchase at least 2 servers from Halvex before enabling bungee. Free servers may then be linked to this.

Consumer Expectation

Regardless of status or position at Halvex, you are bound to our Terms of Service (TOS), abiding by our Privacy Policy. Failure to comply will result in immediate termination of the account and services without a refund.

Financial Terms

Chargebacks are prohibited and will get the client immediately blacklisted on the network.

Abuse Support

At Halvex Inc., we take the security and integrity of our network very seriously. It is our priority to make sure our clients have a safe and reliable hosting experience.

We have systems and protocols in place that detect unusual and suspicious activity. If such activity is detected, the Halvex Abuse Team is notified and the team takes corrective action immediately. This includes sending emails to the clients and making them aware of the activity. If the client does not respond within 48 hours, the account will be suspended immediately. Account suspension is necessary to ensure the security and safety of the network, and to prevent any damages caused by malicious activity.

Halvex is committed to providing a secure and reliable hosting service. We appreciate the cooperation from our clients.

If you have any questions about the security or retention of your personal information, you can contact us at support@halvex.net

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