

WEB AND EMAIL HOSTING TERMS OF USE

MATRIXSLDOMAINS.COM provides World Wide Web page hosting. MATRIXSLDOMAINS.COM reserves the right to suspend or cancel a customer's access to any or all services provided by MATRIXSLDOMAINS.COM when MATRIXSLDOMAINS.COM decides that the account has been inappropriately used or otherwise.

SERVER USE

Personal accounts are to be used by the primary owner only. Personal account holders are not permitted to resell, store or give away web-hosting services of their website to other parties. Web hosting services are defined as allowing a separate, third party to host content on the owner's web site. Exceptions to this include ad banners, classified ads, and personal ads.

MATRIXSLDOMAINS.COM reserves the right to refuse service and /or access to its servers to anyone.

MATRIXSLDOMAINS.COM does not allow any of the following content to be stored on its servers:

Illegal Material - This includes copyrighted works, commercial audio, video, or music files, and any material in violation of any Federal, State or Local regulation.

Adult Material - We do allow legal adult content. However the designation of "adult material" is left entirely to the discretion of MATRIXSLDOMAINS.COM. Please [contact us](#) if in any doubt.

Warez - Includes pirated software, ROMS, emulators, phreaking, hacking, password cracking, IP spoofing, etc., and encrypting of any of the above. Also includes any sites which provide "links to" or "how to" information about such material.

UNLIMITED USE POLICY

High bandwidth usage: MATRIXSLDOMAINS.COM offers an unlimited use policy by maintaining very large ratios of bandwidth per customer. In rare cases, MATRIXSLDOMAINS.COM may find a customer to be using server resources to such an extent that he or she may jeopardize server performance and resources for other customers. In such instances, MATRIXSLDOMAINS.COM reserves the right to impose the High Resource User Policy for the consideration of all customers.

HIGH RESOURCE USER POLICY

Resources are defined as bandwidth and/or processor utilization.

MATRIXSLDOMAINS.COM may implement the following policy to its sole discretion:

When a website is found to be monopolising the resources available MATRIXSLDOMAINS.COM reserves the right to suspend that site immediately. This policy is only implemented in extreme circumstances and is intended to prevent the misuse of our servers. Customers may be offered an option whereby MATRIXSLDOMAINS.COM continues hosting the website for an additional fee.

PAYMENT POLICIES

All accounts are set up on a prepay basis. Although MATRIXSLDOMAINS.COM reserves the right to change prices of accounts or services at any time all pricing is guaranteed for the period of prepayment. Payment is due each anniversary year or month following the date the account was established. Customers will automatically be charged again at the end of their prepay period unless closure notification has already been given.

In situations where payment is not made, MATRIXSLDOMAINS.COM reserves the right to suspend all services until the outstanding debt is cleared. The customer is responsible for all money owed on the account from the time it was established to the time that the customer sends a written cancellation request.

No bills or invoices will be sent by regular mail. All invoices will be sent directly to customers via email shortly after the online purchase has been made or can be printed from within Helm at any time. At this point the customer will be charged automatically.

INVOICING

MATRIXSLDOMAINS.COM does not utilize paper or hard-copy invoices. However we can fax a copy if need be. All invoices will be sent by email.

PAYMENT OPTIONS

In order to streamline our accounting procedures and keep costs down MATRIXSLDOMAINS.COM runs a limited number of payment options.

Cheque

Please make cheque payable to Matrix Business Solutions Limited.

Payment:

CANCELLATION AND REFUNDS

MATRIXSLDOMAINS.COM reserves the right to cancel the service at any time. In this event customers will be entitled to a pro rata refund based upon the remaining period of membership. If a customer contravenes MATRIXSLDOMAINS.COM's terms of service, a refund will not be issued in the event of a cancellation.

Customers may cancel their account at any time. Any incentives offered to customers when opening the account will also be cancelled. Customers may be given the option to purchase services which were offered as start-up incentives in the result of a cancellation. Fees charged on a prepay basis are non-refundable. Once the period has expired customers are not entitled to receive a refund unless the service is cancelled by MATRIXSLDOMAINS.COM . In addition some accounts incur set-up fees, these charges are also non-refundable.

HOW TO CANCEL YOUR ACCOUNT

Any request for cancellation must be processed by printing off a cancellation request form (<http://www.MATRIXSLDOMAINS.COM/cancellation.pdf>) and faxing or mailing it to MATRIXSLDOMAINS.COM with a signature included. Cancellations over the telephone or via informal email are not accepted. All cancellation requests should be made 90 Calendar days prior to the renewal date of the service. Upon submitting a cancellation request your service will be disabled at the end of the current period by MATRIXSLDOMAINS.COM .

INDEMNIFICATION

Customer agrees that it shall defend, indemnify, save and hold MATRIXSLDOMAINS.COM harmless from any and all demands, liabilities, losses, costs and claims, including reasonable attorney's fees asserted against MATRIXSLDOMAINS.COM , its agents, its customers, officers and employees, that may arise or result from any service provided or performed or agreed to be performed or any product sold by customer, its agents, employees or assigns. Customer agrees to defend, indemnify and hold harmless MATRIXSLDOMAINS.COM against liabilities arising out of; (1) any injury to person or property caused by any products sold or otherwise distributed in connection with MATRIXSLDOMAINS.COM's server; (2) any material supplied by customer infringing or allegedly infringing on the proprietary rights of a third party; (3) copyright infringement and (4) any defective products sold to customer from MATRIXSLDOMAINS.COM ' server.

DISCLAIMER

MATRIXSLDOMAINS.COM will not be responsible for any damages your business may suffer. MATRIXSLDOMAINS.COM makes no warranties of any kind, expressed or implied for services we provide. MATRIXSLDOMAINS.COM disclaims any warranty or merchantability or fitness for a particular purpose. The includes loss of data resulting from delays, nondeliveries, wrong delivery, and any and all service interruptions caused by MATRIXSLDOMAINS.COM and its employees. MATRIXSLDOMAINS.COM reserves the right to revise its policies at any time.