

## 1. Application & agreement

- 1.1 This agreement applies to all customers who purchase one or more services from RoyaleHosting.
- 1.2 RoyaleHosting only delivers products to customers who have agreed to the terms of service.
- 1.3 The Dutch law applies to these terms of service.
- 1.4 RoyaleHosting is authorized to change the general terms of service at any time without prior notice.
- 1.5 The agreement starts the moment the customer receives an (automatically or manually generated) e-mail with the confirmation of the order.
- 1.6 If a part of the agreement is legally invalid, this does not affect the validity of the remainder of the agreement.
- 1.7 RoyaleHosting expects from the customer that all information that is provided upon registration and payment is completely truthful and only information about yourself, unless you have custody or parenthood of the person for who you register.

## 2. Delivery & obligations

- 2.1 As far as possible, RoyaleHosting tries to deliver the product within 24 hours, unless stated otherwise in the product description.
- 2.2 RoyaleHosting only delivers products if the corresponding invoice is marked as paid.
- 2.3 RoyaleHosting guarantees that the product meets the specifications and conditions stated in the offer.
- 2.4 RoyaleHosting does not give time to change your decision after purchase. You rent a service at RoyaleHosting. As stated in Dutch legislation, RoyaleHosting is not obliged to give a period to change your decision when renting a service.

## 3. Payments & invoicing

- 3.1 We use the date indicated on the invoice, unless otherwise agreed.
- 3.2 Services are activated at the time of payment verification. This process is automated.
- 3.3 The service purchased is automatically or manually suspended when an invoice is not paid.
- 3.4 RoyaleHosting is not obliged to return money.

## **4. Images, illustrations, texts, etc.**

4.1 Images, illustrations, texts, video (fragments), etc. on all RoyaleHosting platforms are only indicative and cannot be used as a reason for rescinding an agreement or returning the payment.

4.2 Copyright applies to all images, illustrations, texts, video (fragments) and other visual aspects.

## **5. Liability**

5.1 RoyaleHosting is never liable for damage that arises from interruptions of the services, nor from maintenance.

5.2 RoyaleHosting is never liable for damage sustained by RoyaleHosting staff.

## **6. Force majeure**

6.1 Force majeure means: errors by suppliers of RoyaleHosting, interruptions, disruptions, (terrorist) attacks, fire, water damage, internal problems, license problems, DDoS attacks, problems in the business operations of third parties.

6.2 If the force majeure situation lasts longer than 30 days and after 30 days still has influence on the service, both parties are entitled to cancel the agreement. Reimbursement does not apply in any situation.

## **7. Technical**

7.1 The servers of RoyaleHosting are located in the datacenter of Serverius BV located at Meppel, the Netherlands.

7.2 RoyaleHosting makes backups, but irregularly. RoyaleHosting is not obliged to regularly back up services and can't be obliged to restore backups.

7.3 RoyaleHosting performs irregular maintenance of the services, both physically and remotely. Maintenance work does not have to be announced in advance.

7.4 RoyaleHosting is not liable for errors made by technical employees.

7.5 At the time of overuse of a service, RoyaleHosting is authorized to suspend the service or to charge an extra invoice for the costs incurred.

## 8. Prices

8.1 All prices indicated on the website or communication platforms of RoyaleHosting are only indicative and subject to printing, typing and spelling errors. The indicated price has no influence on the validity of the agreement.

8.2 When RoyaleHosting adjusts the prices of a service, this is applied to the next invoice.

8.3 All prices on the RoyaleHosting internet site are in the currency Euro and includes 21% Tax.

8.4 RoyaleHosting is authorized to adjust prices if this has been communicated to the customer at least 14 days in advance.

## 9. Use

9.1 It is not permitted to use the services of RoyaleHosting for purposes that are in conflict with the Dutch law, such as DDoS attacks, spreading libelous, defamatory or hateful messages, racism, etc.

9.2 If in the opinion of RoyaleHosting nuisance, damage, or other danger arises for the functioning of our services or the associated computer systems or the network of RoyaleHosting or third parties, in particular due to hacking attempts, denial of service attacks, abuse of bugs or leaks in the software of RoyaleHosting or third parties, RoyaleHosting is entitled to take all measures that it deems reasonably necessary to avert or prevent this danger.

9.3 RoyaleHosting can recover the damage due to violations of these user rules. You indemnify RoyaleHosting against all third-party claims that relate to damage as a result of a violation of these usage rules.

## 10. Communication

10.1 RoyaleHosting uses the following ways of communication and channels:

- The internet site (s): [royalehosting.net](https://royalehosting.net)
- E-mails sent from an e-mail address that looks like this: [example@royalehosting.net](mailto:example@royalehosting.net)
- Our 'Discord Inc.' Server (399245063600865290).

10.2 RoyaleHosting can be reached under the email address [contact@royalehosting.net](mailto:contact@royalehosting.net), via our Discord server (mentioned in Article 10.1), our social media channels (mentioned in Article 10.1) and our internet site (mentioned in Article 10.1).

## 11. Definitions

11.1 "The customer" means: the customer, the person who purchases a service from RoyaleHosting.

11.2 'RoyaleHosting' means: the business operations of the company registered under the trade name 'RoyaleHosting' under Chamber of Commerce number 70765898 located at Tuinstraat 1, 7701GX, Dedemsvaart.

11.3 'Employees' is understood to mean: everyone who is employed by RoyaleHosting.

11.4 'Management' means: the officers in the position (s): Chief Executive Officer , Chief Operational Officer , Chief Financial Officer , Chief Communications Officer , System Administrator.