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Sonic Hosting and Email Services

Terms and Conditions

ECommerce Hosting Level

This service description from SonicSpider LLC is bound by the Terms of Service Agreement and Acceptable Use Agreement as posted on SonicSpider's web site (<http://www.esonicspider.com>). These documents may be modified without notice.

Service Description:

SonicSpider hosting services are provided as part of our suite of web services for small businesses. The features and components of this service level as listed as follows:

1. 100 GB of disk storage
2. Unlimited data transfer
3. File Manager access of web site files
4. Multiple domains
5. Free WordPress installed with Theme of Choice and Core Plugins installed
6. Daily website and database backup
7. Two hour per quarter, website maintenance and technical support through Dev Center
8. Free basic shopping cart installation (Zen Cart or PrestaShop)
9. Free SSL Certificate

Service Level Recommendations

This service level is appropriate for the following uses:

- Multiple Static or WordPress websites
- Custom database web applications
- High traffic ecommerce, Merchant account Payment Gateways
- Joomla or other PHP applications

Terms, Conditions and Limitations

In addition to the terms and conditions outline in the Terms of Service and Acceptable Use Agreements the additional terms, conditions, and limitations apply:

1. All listed rates are for online sales only. Other custom rates are available and may provide additions services and fees which are not part of this service offer.
2. All services are on a recurring basis and require credit card for payment. SonicSpider does not retain payment information which is maintained by PayPal Inc. based on their published terms, conditions and limitations.
3. No refunds on services already in progress. Refunds will only be available on new purchases that have not been activated or put into service at the time of refund request. All refund requests must be in writing.
4. Website maintenance and technical support per quarter is base on "use it or loose it". Unused service time does not accumulate.
5. SonicSpider is not responsible for service interruptions caused by third party providers.
6. All hosting requires either DNS hosting with SonicSpiderDomains or Registration of domain with SonicSpiderDomains.
7. DNS hosting is included in the Hosting service.
8. Domain transfers are an extra cost.
9. Service terms are Quarterly or Yearly only.
10. Renewal of service occurs 30 days prior to the end of the current service term.
11. Failure to renew service because of Credit Card expiration or lack of credit will cause the service to be suspended. A \$25 restart service fee will be charged as part of resuming service. No exceptions permitted. SonicSpider is under no obligation to notify you if there is a payment failure but will attempt to notify you via email whenever possible.
12. Services left suspended for more that 90 days will be removed from SonicSpider's servers permanently.
13. Cancellation of services require a written request to SonicSpider LLC 30 days prior to the end of the current service term.