

DCT Host provides web hosting to clients worldwide, and we have a responsibility to protect each client and to provide the best services available. All clients of DCT Host are subject to the following terms of service:

Indemnification Policy

You agree to use all DCT Host services and facilities at your own risk. DCT Host specifically disclaims all warranties of merchantability and fitness for a particular purpose. In no event shall DCT Host be liable for any loss, or loss of data, or other commercial damage, including but not limited to special, incidental, consequential or other damages.

Customer agrees that it shall defend, indemnify, save and hold DCT Host harmless from any and all demands, liabilities, losses, costs and claims, including reasonable attorney's fees asserted against DCT Host, 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 DCT Host against liabilities arising out of any injury to person or property caused by any products sold or otherwise distributed in connection with DCT Host's server.

DCT Host reserves the right to intervene with any of the sites hosted on its servers in the interest of its customers. Any material supplied by customer infringing or allegedly infringing on the proprietary rights of a third party Copyright infringement any defective products sold to customer from DCT Host's server. DCT Host shall be the sole judge of what violates this Policy.

Billing

At this time we bill monthly, quarterly and annually, depending upon the plan. If your current service is not operating at the level described and issues caused are due to us, DCT Host, then you are entitled to a full refund. (For some special offers the money-back-guaranteed day will be varied; and Domain Name registration fee is non-refundable).

We accept Visa, Master Card, American Express, Discover Card, Bank Transfer and PayPal. For webhosting plans we will setup your account without any payment. Clients are encouraged to pay by credit card as it is the easiest way to handle payment at this time. There are no contract periods but for each successive period, your contract is automatically renewed unless we are notified otherwise.

Late Payments

All accounts are billed according to the dates they were first activated on. If you will not pay for service renew in 5 days after deactivation, your account will be suspended. If you will not pay for service renew in 30 days after deactivation, your account will be terminated. You will receive an email reminder 5 days till deactivation.

Acceptable Use Policy

All services provided by DCT Host may be used for lawful purposes only. Transmission, storage, or presentation of any information, data or material in violation of any the UK law. This includes, but is not limited to: copyrighted material, material we judge to be threatening or obscene, or material protected by trade secret and other statute. The subscriber agrees to indemnify and hold harmless DCT Host and its employees from any claims resulting from the use of the service which damages the subscriber or any other party.

Our acceptable use policy is actively and strictly enforced. Offending content or users are suspended from our network, usually as soon as they are discovered, although we will always inform you when and why any action has been taken. Pornography is prohibited on all DCT Host servers. This includes sites that include sexually explicit or hardcore images and/or advertising. Subscriber acknowledges that the service provided is of such a nature that service can be interrupted for many reasons other than the negligence of the company and that damages resulting from any interruption of service are difficult to ascertain. Therefore, subscriber agrees that the company shall not be liable for any damages arising from such causes beyond the direct and exclusive control of the company.

Subscriber further acknowledges that the company's liability for its own negligence may not in any event exceed an amount equivalent to charges payable by subscriber for services during the period damages occurred. In no event shall the company be liable for any special or consequential damages, loss or injury.

Illegality In any form, including but not limited to the unauthorized distribution or copying of copyrighted software or other data, harassment, fraud, trafficking in obscene material.

Undesirable Content Certain types of content are not allowed on our network. We do not host adult content of any description. Content relating to Hacking, Cracking, Warez and IRC is not allowed. Software, audio and video downloads may only be hosted if you are the writer and copyright owner of the resources or you have a right to distribute the materials. Accounts suspended due to content or AUP violation are not refunded under any circumstances.

Domains

We are a Namecheap Registrar and as such may provide you with a domain name via Namecheap. Please be aware that by registering a domain name, you are bound by Namecheap's [Terms and Conditions](#)

Both UK and non-UK domains are provisioned through third-party registrars. Please note that the registrars may reject a registration if invalid information is provided at the time of order. All TLDs and ccTLDs have differing validation requirements which are also subject to change. As such we are not responsible for the validation of such data and it is your responsibility to check that a domain registration has been completed by the receipt of a 'domain registration confirmation' email. In the unlikely event a domain is rejected by the registrar, you will not receive such an email and we would need to be alerted to investigate this with the registrar directly and process the registration manually.

Domain Expiry

All domains are renewed on an annual basis, we will send out reminder emails in advance of their expiry. We will send the emails to the email address on the account, it is your responsibility to make sure the contact details are up to date. We take no responsibility if your domain renewal fails due to your contact details being incorrect. If you do not wish to renew a domain please make sure you contact us a minimum of 14 days before your domain expires by emailing us at support@dct.host or by raising a support ticket. Alternatively, you can set your domain to auto-renew, this can be managed through your client area. All domains will be billed in advance of expiry and renewed once payment is received. If you have set up an automatic payment, this will be done automatically.

If you do not renew your domain before its expiry date it will have all services we provide suspended and you will have up to 30 days (protected period) after 90 days your domain will be cancelled and deleted from the register and made available for resale through a third party registrar. We will not guarantee the renewal of a domain name.

Limitation of Liability

DCT Host shall not be responsible for any claimed damages, including incidental and consequential damages, which may arise from DCT Host servers going off-line or being unavailable for any reason whatsoever. Furthermore, DCT Host shall not be responsible for any claimed damages, including incidental or consequential damages, resulting from the corruption or deletion of any web site from one of DCT Host servers. All damages shall be limited to the immediate termination of service.

Disclaimer

DCT Host cannot be held liable for system downtime, crashes, or data loss. We cannot be held liable for any predicted estimate of profits in which a client would have gained if their site was functioning. Certain services provided by DCT Host are resold. Thus, certain equipment, routing, software, and programming used by DCT Host are not directly owned or written by DCT Host. Moreover, DCT Host holds no responsibility for the use of our clients accounts. If any terms or conditions are failed to be followed, the account in question will be automatically deactivated. We reserve the right to remove any account without advanced notice for any reason without