



Terms of Service - Alfie Web Solutions

1. Introduction

Welcome to **Alfie Web Solutions**. By using our services, you agree to be bound by these Terms of Service ("Terms"). These Terms govern your access to and use of our services, including websites, systems, and communication channels.

If you do not agree to these Terms in full, you must not use our services. These Terms apply to all users, including but not limited to customers, browsers, vendors, merchants, and contributors of content.

2. Services Provided

Alfie Web Solutions currently offers:

- **Shared Web Hosting** – Affordable and reliable shared server hosting.
- **Bot Hosting** – Scalable solutions for Discord bots and automation bots.
- **Reseller Shared Hosting (Coming Soon)** – Create and manage sub-accounts under your own brand.

We strive for excellent performance but do not guarantee 100% uptime. Temporary downtimes may occur for maintenance or events beyond our control.

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3. Account Eligibility & Responsibilities

To use our services, you must:

- Be 13+ years old or have guardian consent.
- Provide accurate registration details.
- Keep your account credentials secure.
- Notify us immediately of any unauthorized use.
- Use the service lawfully.

You are fully responsible for all activities and content on your account.

4. Payments & Billing

- **Billing:** Services are billed in advance on a recurring basis.
 - **Payment Methods:** We accept major credit/debit cards via Stripe.
 - **Due Dates:** Invoices must be paid by the due date to avoid suspension or termination.
 - **Late Fees:** May be applied to overdue invoices.
 - **Currency:** All billing is in GBP (£).
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5. Refund Policy

- **24-Hour Refund:** Partial refund* to the original payment method within 24 hours if you have a valid reason to request a refund.
- **7-Day Store Credit:** Refund to store credit within 7 days of payment.

⚠ No refunds will be issued after 7 days. Refunds may be prorated and are subject to approval. You are only allowed to request one refund to the original payment method once every three months. This is to help stop abuse of our services.

*Partial Refund includes the amount you paid minus the transaction fees we get charged by Stripe. [See this guide](#) for more information regarding the transaction fees.

Submit requests at: <https://portal.alfieweb.com/submitticket.php>

6. Support

We offer reliable support during:

Standard Hours: 09:00 AM – 07:00 PM (British Summer Time)

Support Channels:

- **Billing Portal:** [Submit a Ticket](#)
- **Live Chat:** alfieweb.com
- **Discord Server:** discord.gg/BRAHUPCTzH

🔒 All billing/account queries must go through the billing portal for verification purposes.

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7. User Content & Prohibited Use

You must not upload or distribute content that:

- Breaks laws or regulations
- Infringes on IP or privacy rights
- Contains malware or harmful code
- Is defamatory, harassing, or discriminatory
- Promotes illegal activity

Violations may result in suspension or termination of your account.

8. Data Security & Backups

- **UK GDPR Compliant**
 - **ICO Registered:** Ref # ZB889678
 - **Your Responsibility:** You must manage your own backups via the JetBackup plugin in your control panel.
 - **Backup Disclaimer:** We may create backups for internal use but do not guarantee their accuracy or availability.
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9. Service Modifications & Termination

We may modify, suspend, or terminate services with or without notice. Reasons for termination include:

- Non-payment
- Terms violation
- Network harm
- Illegal activity

You can cancel anytime through our billing portal. No refunds for partial billing periods unless stated in our refund policy.

10. Limitation of Liability

Alfie Web Solutions shall not be liable for:

- Lost profits or revenue
- Data loss
- Business interruptions
- Indirect or consequential damages

Our liability is limited to the amount paid in the last 30 days.

11. Indemnification

You agree to hold Alfie Web Solutions harmless from any claims, damages, or losses arising from your use of our services or breach of these Terms.

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12. Modifications to Terms

We may change these Terms at any time. The updated date will be reflected at the top. Continued use of our services means you accept the new Terms.

13. Governing Law

These Terms are governed by the laws of the jurisdiction where Alfie Web Solutions is registered.

14. Contact Information

Questions? Submit a ticket at:

<https://portal.alfieweb.com/submitticket.php>

END OF PRIVACY POLICY