By utilizing the services provided by **Alfie Web Solutions**, you agree to be bound by the following terms and conditions. Failure to comply with these terms may result in service suspension or permanent termination.

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1. Acceptable Use Policy (AUP)
To ensure the stability and security of our infrastructure, we enforce a strict Acceptable Use Policy across all services, including Web Hosting, Reseller Hosting, Discord Bot Hosting, and Professional Email.

- **Server Abuse:** Any attempt to undermine or cause harm to a server or customer of Alfie Web Solutions is strictly prohibited. This includes, but is not limited to, overwhelming server resources (CPU/RAM) or attempting to gain unauthorized access.
- **Piracy & Illegal Content:** Alfie Web Solutions maintains a zero-tolerance policy regarding piracy. If we detect the hosting of pirated software, "nulled" scripts, or copyrighted material without authorization:
    - Your service will be immediately suspended.
    - An investigation will be launched, and you will be required to provide proof of licensing.
    - Failure to provide adequate proof will result in service termination and a permanent ban from future purchases.
- **Abuse of Services:** Any use of our services for spamming, DDoS attacks, or hosting malicious content will lead to **termination without notice**.

2. Support Services
We provide technical support through the following official channels:

- **Phone:** +44 0333 799 2107
- **Support Site:** support.alfieweb.com
- **Email:** support@alfieweb.com
- **Discord:** discord.gg/jm8Yk2HGhp

Discord Bot Hosting Support:
We provide infrastructure support for all Discord Bot Hosting. However, we cannot offer code-level support or troubleshooting for custom bots. We only provide full support for bots purchased directly from us or installed by our team, including the AlfieWeb Pre-made Discord Bot (powered by RelyBot).

CUSTOMER TERMS CONTINUES ON THE NEXT PAGE

Web Hosting Support:
Alfie Web Solutions will provide support for issues with the service. If a service we have provided is not functioning as it should, we will assist accordingly. The following support terms apply to our web hosting services:

- **Cloud Linux Application Support:** We provide full support for Cloud Linux applications, including the "Setup a Node.js App" and "Setup a Python App" modules.
- **Third-Party Application Support:** We do not provide support for applications installed on the web hosting by the client. For example, WordPress and similar third-party software are outside the scope of our support.
- **Hosting Service Support:** We provide limited support for general hosting service matters, including email accounts, DNS records, connecting a domain, and similar hosting configuration tasks.

Professional Email Support:

- **DNS Records:** If you own a hosting package with Alfie Web Solutions and use our nameservers, we will add all required DNS records to your domain for your mail service. If you manage your own nameservers, the necessary DNS records can be found in your Client Portal. We are happy to provide significant assistance if you need help with this.
- **Service Configuration:** We do not provide advanced support for the email service; however, we will provide limited support. This includes tasks such as changing the login screen, adding logos, adding email signatures, and setting up an external email banner.
- **Account Administration:** We do not provide support for login issues. As the domain administrator, you are responsible for all user management tasks, including user setup, user deletion, user suspension, password changes, display name changes, and two-factor authentication (2FA). For 2FA, we recommend using the Authy app by Twilio.
- **Email Deliverability:** If you experience issues with sending or receiving emails, please open a support ticket and we will investigate what can be resolved on our side of the spam filter. However, if the issue is related to your domain — such as your domain being blacklisted or a blacklisted IP being used as a DNS record — this falls outside the scope of our support and we are unable to assist beyond this point.

CUSTOMER TERMS CONTINUES ON THE NEXT PAGE

Advanced Support Package:
Clients may purchase an Advanced Support Package at **£19.99/month** to unlock advanced support across all services on their account for that month. The package covers all active, pending, and any additional services added throughout the month. The monthly price may be discounted at an administrator's discretion.
This package enables our team to provide advanced support for services that would otherwise fall outside our standard free support. Examples include, but are not limited to:

- **Professional Email:** Setting up a custom login screen, adding email signatures, and other advanced configuration tasks.
- **Web Hosting:** Installing and configuring third-party applications such as WordPress.

Please note: The Advanced Support Package does not apply to code-level support for Discord Bot Hosting.

3. Billing and Refund Policy

- **No Original Payment Method Refunds:** Alfie Web Solutions operates a strict **no-refund policy** to the original payment method (Credit Card, PayPal, etc.).
- **Account Credit:** At our discretion, eligible refunds will be issued as **Client Portal Account Balance**, which can be used toward future invoices.
- **Technical Proficiency:** Refunds will not be granted on the basis of a client's inability to use the services provided. It is the client's responsibility to ensure they possess the necessary knowledge to manage their hosting or bot environment.

4. Service Termination

Alfie Web Solutions reserves the right to terminate any account at any time. While we strive to provide warnings for minor infractions, **major violations** (such as server abuse or illegal activity) will result in immediate termination of all services associated with the user without a refund.

5. Contact Information

For any legal inquiries or high-priority support, please use the details below:
Alfie Web Solutions
Web: support.alfieweb.com
Email: support@alfieweb.com
Phone: +44 0333 799 2107

END OF CUSTOMER TERMS OF SERVICE