



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.

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 112 7191
- **Client Portal:** [Submit a Ticket](#)
- **Email:** support@alfieweb.com
- **Discord:** [Join our Server](#)

Discord Bot Hosting Support Limitation:

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).

PRIVACY POLICY CONTINUES ON THE NEXT PAGE



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: portal.alfieweb.com
Email: support@alfieweb.com
Phone: +44 0333 112 7191

END OF PRIVACY POLICY