



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

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### 5. Contact Information

For any legal inquiries or high-priority support, please use the details below:

Alfie Web Solutions

Web: [portal.alfieweb.com](https://portal.alfieweb.com)

Email: [support@alfieweb.com](mailto:support@alfieweb.com)

Phone: +44 0333 112 7191

**END OF PRIVACY POLICY**