



Command Server Hosting | Terms Of Service

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1. Acceptance of Terms

By accessing or using Command Server Hosting ("Command Hosting," "we," "us," or "our"), you agree to be bound by these Terms of Service. If you do not agree, you may not use our services. Users must be at least 13 years of age. Users under 18 must have parental or guardian consent. We are also allowed to ask for age verification if we suspect that you may not meet our age requirements.

2. Refund, Billing, & Chargeback Policy

2.1: Evaluation Period: To prevent trial abuse, we maintain a mandatory 3-day (72-hour) evaluation period. Refund requests are only eligible for review after the server has been active for a minimum of 72 consecutive hours.

2.2: Refund Method: All eligible refunds are issued as Account Credit only. No cash or original-payment-method refunds will be processed.

2.3: Command Plus: The Command Plus subscription is a digital service active upon purchase and is strictly non-refundable.

2.4: Chargeback Policy: Opening a dispute or chargeback with a bank or payment processor (e.g., PayPal, Stripe) instead of using our ticket system is a violation of these terms. This will result in immediate account termination, deletion of all server data, and a permanent ban from our network.

2.5: Pricing: Pricing is subject to change. We reserve the right to adjust rates based on infrastructure costs with prior notice.

3. Service Limitations & Resource Use

3.1: Gaming Only: Game Server plans are optimized and priced specifically for gaming instances only (e.g., Minecraft, BeamMP, GMod). Hosting web servers, bots, or general applications on these plans is strictly prohibited.

3.2: "Unlimited" Resources & Fair Use: Terms such as "Unlimited Storage" or "Unlimited Bandwidth" are provided for standard gaming operations and are not infinite.

3.3: Purpose: Storage must only be used for active game server files (maps, plugins, logs).

Prohibitions: Use as a personal cloud, media repository, mirror site, or for off-site backups is prohibited.

3.4: Throttling: If your resource consumption is found to be disproportionately higher than the average user, we reserve the right to warn, throttle, or require a plan upgrade.

3.5: Network Attacks: Because a targeted attack on one customer impacts our entire infrastructure, we reserve the right to suspend or "null-route" any server being targeted by a DDoS or malicious attack to protect network stability.

4. Intellectual Property & Mod Responsibility

4.1: Customer Liability: You are solely responsible for all content uploaded to your server.

4.2: Leaked/Paid Content: Using "leaked" or pirated paid mods is done at your own legal peril. If a mod author provides valid proof of unauthorized use of their paid assets, we reserve the right to delete those specific files without prior notice.

4.3: DMCA Compliance: We respond to all valid DMCA takedown notices. We will remove access to infringing material or suspend the server immediately to comply with federal law.

5. Illegal Content & Monitoring

5.1: Zero Tolerance: Command Hosting reserves the right to monitor or audit server files. Any discovery of illegal content will result in immediate termination of service and a formal report to the relevant legal authorities.

6. Data Safety & Backups

6.1: User Responsibility: If a plan includes backup features, the user is responsible for performing and managing them.

6.2: Limitations: Backups protect data at the container level. In the event of primary hardware or "Main Server" failure, user data may still be affected. Command Hosting is not liable for data loss.

7. Support Scope & Conduct

7.1: Scope: Support is limited to the Billing and Server Panels. We are not obligated to fix, install, or troubleshoot third-party mods, scripts, or in-game configurations.

7.2: Staff Abuse: Verbal abuse, threats, or harassment toward any staff member (Ticket Team, Plus Team, etc.) may result in service termination at our discretion.

8. Security & Account Sharing

8.1: Access: Users are prohibited from sharing primary panel login credentials. To grant others access, you must use the "Sub-user" feature to create separate accounts with specific permissions.

9. No Warranty & Limitation of Liability

9.1: The services are provided "AS IS" and "AS AVAILABLE." We do not guarantee 100% uptime. We reserve the right to schedule Maintenance Windows for updates, which do not constitute downtime. Our total liability is limited to the amount paid in the 12 months preceding a claim.

10. Governing Law & Dispute Resolution

10.1: Jurisdiction: These terms are governed by the laws of the State of Alabama, USA.

10.2: Arbitration: Any dispute that cannot be resolved informally shall be settled through binding arbitration in Alabama. You agree to waive your right to a trial by jury and your right to participate in any class-action lawsuit.

11. Miscellaneous

11.1: Force Majeure: We are not liable for failures caused by natural disasters, internet outages, or cyberattacks.

11.2: Severability: If any part of these terms is found unenforceable, the remaining sections remain in full effect.

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