

### 2. Laws

- When You bind to our User Agreement, You will follow your Country laws and our business country laws to comply with the best experience with our (Latvia) laws and yours laws. If you provide any law which does not meet our User Agreement, we will forcefully change the User Agreement.

### 3. Agreement change

- We have rights to change the User Agreement and You must follow the new copy of User Agreement after 1 day of the publish. We will notify you about the new copy of User Agreement in our discord group broadcast channel.

### 4. FalixNodes Account

- We have full rights to suspend, terminate or do any other action to your account if we count that is required to do.
- Your account must have valid details by a valid person (You) including Email address, Address and other information.

### 1. Legal binding on User Agreement

- When You agree to our User Agreement, you are agreeing to be as first part of User Agreement which means you must follow your part of User Agreement and We are agreeing to be second part of User Agreement which means we also must follow our part of User Agreement.
- When You are registering at our website, you are agreeing about You are 13 years old or above, you consent privacy policy and agree to follow our User Agreement to avoid termination. Once you bind to our User Agreement, you must follow it till the account termination, deletion or writing notice to us about you no longer want to have an account in FalixNodes.
- We have rights to suspend, terminate and do other actions to your account and services if You do not follow our User Agreement (Including Privacy Policy, Cookie Policy and Refund Policy).
- We have the right to cancel your User Agreement consent (by deleting account and services) at any time if we are believing we should do that. If it happens, we will refund the paid amount of the active services which you are currently using.

### 4. FalixNodes Account

- To create the FalixNodes Account at our website, You must be 13 years or above.
  - To purchase the FalixNodes services, You must be 18 years or above however, You may purchase with your Parents permission, please consult with your Parents before purchasing.
  - You take the liability on the FalixNodes. You must understand you will take liability if anyone made an action on your account or any other action which was made by another person - not you. If you detect that someone hacked your account or did any kind
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of action in your account, You must contact us within 2 days for a future solution.

## 5. Cancelling the service

- When you cancel the service, you agree that You no longer can claim the refund or continue the service. If you select about You want to cancel the service as soon as possible, Your service will be terminated within 1-2 workdays. If you select something You want to cancel on the 30th day of your service month, then it will be terminated on the 30th day of your service month.
- If you meet the refund policy, you have rights to open the support ticket to cancel service and get a refund however you will no longer be able to purchase our services.
- We do not take liability on any data loss if you cancel the service, make sure to backup your data before requesting the cancellation.

## 6. Liability

- All services and websites are "AS IT IS", We do not provide any liability for any losses, hacking, or any other liability which could be. The liability is in your hands.

## 7. Forbidden Actions

- You are not allowed to do forbidden actions such as cryptocurrency mining, hacking, brute force, overloading, or any other kind of action which can harm customers or FalixNodes website/services.

## 8. Payment Gateways

- You are not allowed to chargeback or ask the refund in our Payment Gateways (E.g PayPal, other) since the chargeback fee will be too high to manage and it is possible to solve the issue via our Refund Policy by ourself (You as Customer and Us as Service Provider). You also cannot chargeback or ask for refund in our Payment Gateways if you've received promised service. Any chargeback or Payment Gateways refund will terminate your FalixNodes account and your services, you will no longer be able to recover your account or services unless You'll pay us the chargeback fee + Service paid amount + 10% Fee due to Chargeback situation.

## 9. Inactivity System

- You are required to login to our client panel (client.falixnodes.net) at least ONCE within 13 DAYS. If you will not login within that timeline, we will delete your current servers due to Inactivity reason and you will no longer be able to recover it.
- This Inactivity system applies to everyone which is in game panel and client panel (gp.falixnodes.net & cp.falixnodes.net)

## 10. Reselling

- You are not allowed to resell our services or claim our services as yours. If you will do that, you will be terminated and you will no longer be able to use or receive services from us. This category do not take into enforce if you use reseller package(-s) (e.g. Reseller Website Hosting)

## 11. Support from FalixNodes

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- We are offering the support guaranteed time to all of our customers however free customers do not get guaranteed time when we will reply/solve your problem. If you are a paid customer (billing.falixnodes.net) then the issue should be fixed within 86 hours and response should be received within 24 hours.
- You consent about whether we will save the messages and attachments which you sent to us to improve our support agent experience and your experience.
- If You do not want to, we would save your ticket messages or attachments, please write the notice to our email [support@falixnodes.net](mailto:support@falixnodes.net) with your ticket number and your email address.
- You are not allowed to swear against our support agents or do any other action which support agents would not like. If this happens then you will no longer be able to use the support.

## 12. Downtime & Maintenance

- If we will do any Maintenance, we will make sure to post the scheduled maintenance times at our broadcast (discord group), in that time you agree about we have rights to make the maintenance till 24 hours and we have no right to refund you if the refund reason was maintenance.
- If there is any downtime, we do not give any SLA credit on that nor refunds, however if it will not be solved within 24 hours you will be provided with refund.
- We will make sure to notify you about any downtime or maintenance in discord group.

## 13. Unmetered Services

- We provide unmetered services to our customers however it relates only to software limitation. This means you will not be metered by our software limitation however you can reach to the hardware cap.
- If you have more questions about unmetered services, make the ticket on the discord group.

## 14. Copyright/Trademark/Original Notice

- We are not affiliated with Mojang AB, Discord, Inc, or any company which owns the game or product which we provide services for. Please use our support, not their.
- Our official website is falixnodes.net. Any other website with similar or same design, infrastructure or system are not affiliated by us! Be aware of scammers which claim to be falixnodes or use similar/same infrastructure as us. If you found one, please report it to us immediately so we could take the legal action.
- If you got scammed by companies which pretend to be FalixNodes, we cannot refund you or do any money back to you since we are not the one which got money, however we could be able to give you additional services to our infrastructure, please make the ticket if it happened to you. It must include the payment receipt to the scam company.

# Refund Policy

## 1. What services and how within how much days I could request the refund?

- You have the right to request and receive the refund within 24 hours if you are inside Europe, the US or any other country. However, you might need to provide valid reason on why you want to refund and few of our services are not applicate on the refund
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policy which includes Dedicated Servers, Domains, Account Funds (credit), and Administration Services (Plugin Configuration package or any other package which includes in this category), and we also might reject your Refund request if our payment gateway (e.g. PayPal, other) do not provide the refund option or fees are too high. If you want to refund requests to your PayPal, we will not be able to refund the PayPal fee due to the new user agreement in PayPal. In case you open the Refund Request, Your Refund request will be processed within 3 workdays and processing time will not count as the days of used services for the Refund Policy. You can request the Refund Request at any time in our Discord Ticket Support, WhatsApp or Email. Once Refund Request completes, you will no longer be able to purchase the same service to prevent future abuse.

## Privacy Policy

### 2. Why is Privacy Policy required?

- The requirement of Privacy Policy is to better serve customers which are considering their own privacy in our data storages, to make sure the FalixNodes is compliance with all data protection laws and to be transparent between our customers and us (FalixNodes).

### 3. What information do we collect from customers and visitors?

- **IF YOU ARE USING OUR FREE HOSTING:** We are collecting this information (Your discord account's e-mail address, discord account's username, your discord account activities (joined guilds), PayPal email (collected if purchased any plan), phone number, recorded IP address upon first registration and last login's IP address) if you are registering in our website & services (Discord button upon auth page), and if you are visiting our website (Client Panel & Main), you are agreeing to Google Analytics privacy policy, Google AdSense privacy policy and our privacy policy.
- **IF YOU ARE USING OUR PREMIUM (PAID) HOSTING:** We are collecting this information (Your first and last name, address, IP address, phone number, e-mail address, discord username, country, city, company name [if any], tax ID [if any], and ISP name) if you are registering in our billing panel & services. If you are visiting our website then You also agree to Google Analytics and AdSense.

### 4. How we use collected information from customers and visitors?

- If you're a registered customer, we use your collected information to provide you with the services, prevent future fraud behalf the future customers, to have usable experience for our customers and offer to review our services.

### 5. The database breach notification

- In case the database breach happens, we will notify about it within 15 days to make sure the customers can change our service's account password to be safe and to compliance with data protection laws.

### 6. Privacy Policy change notification

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- In case Privacy Policy changes, we will notify all the customers 1 day before the Privacy Policy change in the force of use. The notification will be noticed in discord group of FalixNodes.

## 7. Which data is shared to third party companies

- When you visit our website (Client Panel and Main) and agree to Google Analytics and Google AdSense, you consent to give your country name, device info, browser info and other information to Google, to know more information, please review Google Analytics and AdSense privacy policy. And when you register, you consent to allow us to share the e-mail address with Trustpilot. Any other customer Infos are not shared with third-party companies

## 8. Where the customer data is stored?

- All information and data are stored inside of EEA/Europe Union.

## 9. How long will collected data be stored?

- All collected data will be stored till the date of account and services termination or withdrawal of customer request.

## 10. European Citizens rights

- European Citizens have the right to:
- Withdrawal from the User Agreement. To withdraw consent from User Agreement, please contact us via [support@falixnodes.net](mailto:support@falixnodes.net), WhatsApp support or discord ticket support. Once withdrawal completed, You will no longer be able to use our services and we will no longer store your collected information.
- Request the collected data. You can request your collected data to be sure we are collecting the specific information which we've told in our Privacy Policy. To request the collected data, please contact us via [support@falixnodes.net](mailto:support@falixnodes.net), WhatsApp support or discord ticket support, the request will be completed within 5 workdays and will be sent to customer's email.
- The right to restrict us from specific data collection and processing. If you would like to restrict us from specific data collection and processing, please contact us via discord support ticket.

## 11. Data Officer

- We have a data officer who takes care of the collected data. The contacts of Data Officer (Mario Latif Fathy) is MarioLatifFathy#2793 (Discord) or e-mail address of [support@falixnodes.host](mailto:support@falixnodes.host)

## 12. How do we secure and protect the collected data?

- We've made a decision which means a lot of your collected data are stored behalf of other companies (ex. Discord account password) to be sure the smallest collected data which is handled by us. Any other collected data which are handled by us are stored in the protected database with strong security and strict authorization by only few trusted management team.
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### 13. CPPA (California Online Privacy Protection Act)

- The CPPA is made to protect any USA state citizen data and all of the international and internal companies need to follow the act. Due to CPPA you have rights to visit anonymously, see the Privacy Policy link at our website pages and you have right to change your personal information in our collected data.

### 14. Contacts where FalixNodes legal team can be contacted

- You can contact to our FalixNodes legal team via discord group, [support@falixnodes.net](mailto:support@falixnodes.net), and WhatsApp.

## Cookie Policy

### 1. What are cookies?

- You can learn about cookies in <https://www.allaboutcookies.org/cookies/>.

### 2. Do we use cookies?

- Yes, we use cookies to make better customer experience, ability to provide services and improve the website.

### 3. For what reason do we use cookies?

- We use cookies to provide the services to our customers since without it you wouldn't be able to log in, analyse the visitor base with various information with Google Analytics and provide advertisement from Google AdSense.

### 4. Can I erase them?

- Yes! You can erase your cookies, please follow your browser tutorial on how to erase them.

### 5. Google Analytics and AdSense

- Google AdSense and Analytics is using some kind of information to provide services since we use them on our website. You agree to have their cookies and give few data to them, once you visit our website.

### 6. How Google AdSense uses Cookies?

- Google AdSense (<https://google.com/adsense>) uses cookies to serve advertisements based on user's visits to our website (<https://falixnodes.net> or any subdomain which we own) and any other website which is connected with Google AdSense or Google Analytics.
  - Google, Google AdSense (<https://google.com/adsense>) and their partners also uses advertisement type of cookies to serve advertisements on your visits and activity to FalixNodes
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