

Terms of Service

Last updated: 10/05/2026

Introduction

Welcome to AfterCloud (“we,” “our,” “us”). These Terms and Conditions of Service (“Terms”) govern your access to and use of our hosting (the “Services”).

By purchasing, accessing, or using our Services, you agree to be bound by these Terms, along with our Privacy Policy and any additional policies referenced herein. If you do not agree with these Terms, you may not use our Services.

Eligibility

You must be at least 16 years old to enter into a binding contract with us. By using our Services, you represent and warrant that you meet this eligibility requirement.

By creating an account, you acknowledge and accept full responsibility for your account, including its security, activity, and any consequences that may result from its use or misuse, whether by you or by third parties.

Services Provided

Except in urgent situations, AfterCloud will provide 24–48 hours' notice before modifying, suspending, or discontinuing services. Immediate suspension without prior notice is only permitted in the event of a breach of these terms.

To the maximum extent permitted by law, AfterCloud shall not be liable for any indirect, incidental, special, or consequential damages, including loss of data, revenue, or business opportunities, arising from the use or inability to use our Services.

Acceptable Use Policy

You agree not to use our Services for unlawful, harmful, or abusive purposes, including but not limited to:

- Hosting or distributing malware, phishing content, or spam.
- Infringing intellectual property rights.
- Hosting adult, violent, or illegal content that violates applicable laws.
- Attempting to gain unauthorized access to our systems, networks, or other users' accounts (hacking).
- Launching Distributed Denial of Service (DDoS) attacks, brute force attacks, or any activity that disrupts, degrades, or interferes with the operation of our Services or third-party services.

- Sending mass unsolicited emails (spam), or any activity that may cause IP addresses to be blacklisted.
- Using automated scripts, bots, or other methods to exploit or abuse our systems or services.
- You agree to indemnify, defend, and hold harmless AfterCloud, its affiliates, and employees from any claims, liabilities, damages, and expenses arising from your use of the Services or violation of these Terms.
- While we may provide backup services, you are solely responsible for maintaining backups of your content. AfterCloud is not liable for any loss of data due to hardware failure, hacking, or user error.

AfterCloud may suspend or terminate your account immediately if you violate these Terms or engage in illegal or abusive activity. Termination may occur without prior notice, and AfterCloud will not be liable for any resulting loss or inconvenience.

Refunds and Cancellations

The “Services” are non-refundable due to resource allocation and third-party processing.

Cancellation requests must be submitted via the client portal before the renewal date.

By purchasing our Services, you agree that payments made through third-party processors (e.g., PayPal) cannot be reversed or charged back. Any attempt to initiate a chargeback without a valid, demonstrable reason will be considered a violation of these Terms and may result in suspension or termination of your account and potential legal action.

IP Address

AfterCloud reserves the right to reassign, modify, or revoke IP address allocations at any time for technical, operational, policy, or regulatory reasons.

The following activities are strictly prohibited:

- Operating open mail relays, open DNS resolvers, or similar publicly exploitable services.
- IP spoofing or falsifying network identity information.
- Unauthorized BGP announcements or route manipulation.
- Abuse or misuse of DNS, routing, or network infrastructure.

AfterCloud does not guarantee IP reputation, blacklist status, or email deliverability associated with assigned IP addresses.

Software

Software, licenses, and third-party applications provided through AfterCloud including but not limited to control panels, operating systems, security software, and management tools may be

subject to separate vendor license agreements or terms of use. Customers are responsible for complying with all applicable third-party licensing terms.

Any beta, preview, experimental, or early-access features are provided on an “as-is” and “as-available” basis. Such features may be modified, suspended, or discontinued at any time without notice and are not covered by any uptime guarantee or SLA commitment.

Unless expressly permitted by applicable law, customers may not copy, modify, reverse engineer, bypass technical restrictions, or attempt to circumvent licensing or security mechanisms associated with the Services or software provided by AfterCloud.

Certain Services provided by AfterCloud may depend on third-party providers or external platforms, including but not limited to DDoS protection services, content delivery networks (CDNs), domain registrars, payment processors, communication platforms, and analytics providers.

The availability, performance, and reliability of such third-party services are outside the direct control of AfterCloud. As a result, we do not guarantee uninterrupted operation or availability of services that rely on third-party infrastructure.

Your use of third-party services may also be subject to the respective terms, policies, and agreements of those providers. AfterCloud shall not be held liable for interruptions, data loss, delays, security incidents, or other damages resulting from failures, outages, or actions of third-party providers.

Prices

AfterCloud reserves the right to modify pricing, applicable taxes, service fees, or included features at any time. Changes affecting active Services will take effect upon renewal.

Promotional, discounted, or introductory pricing applies only for the initial billing term unless explicitly stated otherwise. Renewal pricing may differ from the original promotional rate.

Free trials, beta plans, and complimentary service tiers may be limited, modified, suspended, or discontinued at any time without prior notice. Unless otherwise stated, data associated with unpaid trial or free services may be permanently deleted following the expiration or termination of the trial period.

Unmanaged

AfterCloud is responsible for maintaining the underlying physical infrastructure used to provide the Services, including host hardware, power systems, and network connectivity.

Unless explicitly stated otherwise, customers are solely responsible for the administration and management of their services, including operating system maintenance, software installation, configuration, security hardening, backups, and data management.

Any assistance, recommendations, or troubleshooting guidance provided by AfterCloud is offered on a best-effort basis only and shall not be interpreted as managed support or a managed service agreement.

Fair Use

All Services provided by AfterCloud are subject to our Fair Usage Policy and Acceptable Use Policy (AUP). We reserve the right to apply traffic shaping measures such as rate limiting, throttling, or temporary suspension where usage patterns negatively affect platform stability, network performance, or the experience of other customers.

References to “unmetered” or “unlimited” resources do not imply the absence of technical constraints or operational limits. Such offerings are intended for normal and reasonable usage and remain subject to underlying system safeguards, including but not limited to limits on network ports, concurrent connections, disk I/O operations, CPU usage, active processes, and filesystem inode consumption.

Intellectual Property

All software, technology, and content provided by AfterCloud remain our property or that of our licensors. You retain ownership of the content you upload, but grant AfterCloud a limited license to host, distribute, and operate the content as necessary to provide the Services.

Changes to Terms

We may update or modify these Terms at any time. Updated Terms will be posted on our website with the “Last Updated” date. Continued use of our Services after changes constitutes acceptance of the new Terms.

Contact Information

For questions regarding these Terms, please contact us at:

Company: AfterCloud

Email: contact@aftercloud.eu

WhatsApp: (+34) 621 03 18 48

Address: Rua Rosa, 36, Santiago de Compostela, 15/01, A Coruna, Spain

These Terms shall be governed by the laws of Spain. Any disputes arising from these Terms shall be resolved exclusively in the courts of Santiago de Compostela, Spain.