

PhoenixDev Terms of Service

Last Revision: 2/24/2024

Introduction

For us to ensure satisfaction and protection of all customers, we have provided a few rules regarding use of our services. It is important that you follow them at all times, as we've tried to make them as concise and easy to understand as possible.

If you have any questions or concerns after reading these terms, feel free to reach out to our team for clarification on any of these content points. Changes to this document can happen without notice, however we will try and provide as much notice as possible for upcoming changes to these terms. Make sure to check back frequently for updates.

General

- Please use common sense. If you think you're doing something wrong, then you most likely are.
- PhoenixDev reserves the right to suspend, terminate, or cancel any service at any time without the possibility of a refund. Hopefully this won't be the case.
- PhoenixDev reserves the right to change these terms at any time. It is your responsibility as the client to keep yourself updated with these terms.
- The use of your services to do anything deemed illegal is not permitted.
- The use of your services to disrupt or interfere with any other server is prohibited.
- You must be at least 14 years of age to purchase a product from PhoenixDev
- If you are 14 or older, but under 18 years of age, you must have your parents or guardians approval before using our services. Please make sure they read through these terms with you.

Security

- Your account is your account, do not share your account details.
- Failure to report an account breach may result in the account being terminated.
- As we have rules preventing you from sharing your account, any use of your service that violates these terms is hereby done by you, therefore it will be you and your service that will be penalized.



Payments

- Services will not be activated until the first payment is received.
- If a service is not renewed before it expires, you have three (3) days grace period in which you can pay the invoice for overdue services without disruption or late fee. A late fee will be applied after this grace period.
- After seven (7) days, your service will be suspended for Non-Payment.
- A 10% late fee will be applied to all late invoices after three (3) days of non-payment.
- Any chargebacks or payment disputes will result in immediate account termination. Please contact billing if you have any questions or concerns.
- Account credit is non-refundable and non-withdrawable.

Refunds & Disputes

- All refund requests must be made via a ticket on our billing portal.
- When requesting a refund, you must be logged into your client account.
 - If you are not logged into your account, we cannot accept it as a refund request.
- A payment made for the renewal of a service cannot be refunded.
- All refund requests must be made within 48 hours of a monthly plan being started. All one-time payments do not support refunds.
- If the client opens a dispute, we reserve the right to suspend any and all of the client's services.
- If the client has opened any disputes on any transaction, refunds will only be provided at our discretion, and not in accordance with our refund policy.
- When a refund is issued, any related services will be terminated.

Cancellations

- If you do not wish to continue your service, you will need to submit a cancellation for the service from our billing portal. You may contact our support if you require any assistance with this.



Privacy

- Our website stores access logs with details for every visitor for security purposes, which includes information such as your browser details and your IP address.
- Our website uses cookies, small pieces of information stored on your computer, for our billing portal, and your service's control panel. You can disable and delete these in your browser, however, they are necessary for certain features to work properly.
- Any personal details provided through our billing system are held until the account is closed. These details are only available to PhoenixDevelopment administrators and support staff and are only used for the purpose of fulfilling orders. To request an account closure, please contact support.

Violations of this agreement

- For certain violations of these terms, we may endeavor to provide notices or warnings via email, or support ticket, however, this is at our discretion.
- Generally, any violation of these terms may result in account suspension, termination, or closure without refund.
- Any attempts to exploit any part of our system, in any way may result in account suspension, termination, or closure without refund.

