

Zentrix Hosting Terms of Service

Effective Date: 5 March 2026

These Terms of Service (“Terms”) constitute a legally binding agreement between you (“Client”, “User”, or “Customer”) and **Zentrix Hosting Ltd** (“Zentrix Hosting”, “Company”, “we”, “us”, or “our”), governing the use of all services provided through Zentrix Hosting.

By purchasing or using any services from Zentrix Hosting, you acknowledge that you have read, understood, and agree to be bound by these Terms.

1. Company Information

Company Name:

Zentrix Hosting Ltd

Registered Country:

United Kingdom

Registered Address:

3rd Floor
86-90 Paul Street
London, England
United Kingdom
EC2A 4NE

Contact Email:

contact@zentrixhosting.com

2. Definitions

For the purposes of these Terms:

Account

A registered user account used to manage services and billing.

Client / Customer

Any individual or organization purchasing or using services from Zentrix Hosting.

Services

All infrastructure or hosting services provided by Zentrix Hosting including but not limited to:

- Web Hosting
- VPS Hosting
- Game Server Hosting
- Bot Hosting
- Network services
- Control panel systems
- Infrastructure management

Content

Any data, files, applications, scripts, databases, or media stored or transmitted through Zentrix Hosting infrastructure.

Infrastructure

All servers, networking equipment, storage systems, and associated technologies operated or leased by Zentrix Hosting.

Control Panels

Service management software used by Zentrix Hosting including:

- Pterodactyl Panel

- WHMCS

3. Eligibility

By using Zentrix Hosting services you confirm that:

- You are at least 18 years of age.
- You have the legal authority to enter into binding agreements.
- The information you provide during registration is accurate and complete.

Zentrix Hosting reserves the right to refuse service at its sole discretion.

4. Account Registration and Security

Users must create an account to purchase services.

Customers agree to:

- Maintain accurate account information
- Secure their account credentials
- Prevent unauthorized access to their account
- Immediately notify Zentrix Hosting of suspected security breaches

Clients are responsible for all actions performed under their account.

5. Description of Services

Zentrix Hosting provides infrastructure and hosting services including:

Web Hosting

Shared or managed hosting environments for websites and web applications.

VPS Hosting

Virtualized servers providing isolated computing environments.

Game Server Hosting

Managed game server environments deployed using **Pterodactyl Panel**.

Bot Hosting

Hosting environments designed for automated bots and applications.

Services may be modified or discontinued at any time.

6. Service Availability

Zentrix Hosting operates services on a **best-effort availability basis**.

While we aim for high uptime, we do not guarantee uninterrupted service.

Service interruptions may occur due to:

- Hardware failures
- Network outages
- Security incidents

- Software failures
- Data center issues
- Maintenance activities

7. Scheduled Maintenance

Maintenance may occur periodically to maintain service stability and security.

Maintenance activities may include:

- hardware replacement
- network upgrades
- security patching
- infrastructure upgrades

Where possible, advance notice will be provided.

8. Acceptable Use Policy

Clients may not use Zentrix Hosting services for illegal, abusive, or harmful activities.

Prohibited uses include but are not limited to:

Illegal Activity

Hosting or distributing content that violates UK or international law.

Malware Distribution

Including:

- viruses
- trojans
- ransomware

- exploit kits
- spyware
- botnets

Phishing and Fraud

Operating websites designed to steal personal or financial information.

Copyright Violations

Hosting pirated or illegally distributed content.

Harassment or Abuse

Using services to threaten, harass, or intimidate individuals.

Child Exploitation Content

Strictly prohibited and will be reported to law enforcement immediately.

9. Infrastructure Protection

Zentrix Hosting services operate within shared infrastructure environments.

Customers must not engage in behavior that threatens infrastructure stability.

Prohibited activities include:

- excessive CPU usage
- memory exhaustion
- disk I/O abuse
- network flooding
- unauthorized vulnerability scanning
- infrastructure exploitation

Zentrix Hosting reserves the right to limit or terminate services that threaten infrastructure stability.

10. Abuse Suspension Without Notice

Zentrix Hosting reserves the right to **immediately suspend services without prior notice** if abuse or illegal activity is detected.

Situations that may trigger immediate suspension include:

- malware hosting
- phishing operations
- infrastructure attacks
- spam campaigns
- copyright violations
- illegal content distribution
- network abuse

Suspension may occur automatically or manually.

Restoration of services is not guaranteed.

11. Automated Suspension Rights

Zentrix Hosting may employ automated systems to monitor and detect abuse.

These systems may automatically suspend services if:

- excessive resource usage occurs
- spam activity is detected
- malicious traffic patterns are observed
- infrastructure security risks are detected

Automated suspensions may occur without prior warning.

12. DDoS Attack Policy

Distributed Denial of Service (DDoS) attacks against or originating from Zentrix Hosting infrastructure are strictly prohibited.

If a hosted service becomes the target or source of sustained DDoS activity, Zentrix Hosting may:

- temporarily suspend the service
- null-route affected IP addresses
- apply traffic filtering
- permanently terminate services if attacks persist

Zentrix Hosting is not liable for downtime caused by DDoS mitigation measures.

13. Game Server Hosting Rules

Game server hosting must comply with applicable laws and game developer policies.

Prohibited activities include:

- distributing pirated game software
- operating unauthorized game modifications that violate developer terms
- running exploit servers designed to compromise other players
- distributing malicious plugins or modifications

Game servers generating excessive network traffic or abuse complaints may be suspended.

14. Bot Hosting and Spam Rules

Bot hosting services must not be used for spam or abuse.

Prohibited bot behavior includes:

- sending unsolicited messages
- advertising spam
- mass automated messaging
- API abuse
- automated harassment
- scraping services that violate platform rules

Bots that generate abuse reports or spam complaints may be immediately suspended.

15. Cryptocurrency Mining

Cryptocurrency mining is not permitted on any Zentrix Hosting services unless explicitly authorized in writing.

Unauthorized mining may result in immediate service suspension or termination.

16. Tor and VPN Restrictions

The operation of:

- Tor exit nodes
- public VPN servers
- anonymous proxy services

is prohibited unless approved by Zentrix Hosting.

17. Data Responsibility

Clients retain full responsibility for their data.

Zentrix Hosting does not guarantee backups or data recovery.

Clients are strongly advised to maintain independent backups.

18. Billing and Payment

Services are billed in advance according to the selected billing cycle.

Invoices must be paid by the due date.

Failure to pay invoices may result in service suspension or termination.

19. Suspension for Non-Payment

If payment is not received within **7 days** after the invoice due date, the associated service may be automatically suspended.

During suspension:

- servers may be powered off
- hosted content may become inaccessible
- management access may be restricted

Services may be restored after payment is received.

20. Termination After 14 Days of Non-Payment

If payment remains unpaid **14 days** after the invoice due date, the service may be permanently terminated.

Termination may include:

- deletion of server instances
- removal of stored data
- release of IP addresses
- deletion of backups

Once terminated due to non-payment, services cannot be recovered.

21. Refund Policy

Refund requests are evaluated case by case at the sole discretion of Zentrix Hosting.

Refunds may be denied for:

- abuse violations
- excessive resource usage
- service misuse
- chargeback disputes

22. Chargebacks and Payment Disputes

If a chargeback or payment dispute occurs:

- services may be immediately suspended
- accounts may be permanently terminated

Zentrix Hosting reserves the right to recover dispute fees and associated costs.

23. Third-Party Software

Services may include third-party software including:

- Pterodactyl Panel
- Blesta

Zentrix Hosting is not responsible for:

- software bugs
- vendor outages
- licensing restrictions

24. Monitoring and Security

Zentrix Hosting may monitor systems and networks to:

- detect abuse
- maintain infrastructure security
- enforce policy compliance

Monitoring is limited to operational purposes.

25. Intellectual Property

All platform software, branding, and infrastructure systems remain the intellectual property of **Zentrix Hosting Ltd.**

Clients retain ownership of their own content.

26. Copyright and Takedowns

Zentrix Hosting complies with applicable copyright laws.

Upon receiving valid complaints:

- infringing content may be removed
- services may be suspended

Repeat offenders may be permanently banned.

27. Limitation of Liability

To the fullest extent permitted by law, Zentrix Hosting shall not be liable for:

- loss of profits
- loss of revenue
- loss of data
- service interruptions
- indirect or consequential damages

Total liability shall not exceed the amount paid for services during the previous **30 days**.

28. Indemnification

Clients agree to indemnify and hold harmless **Zentrix Hosting Ltd** from claims arising from:

- illegal activities
- intellectual property violations
- misuse of services

- infrastructure abuse

29. Force Majeure

Zentrix Hosting shall not be liable for service failures caused by events beyond reasonable control including:

- natural disasters
- war
- terrorism
- power outages
- government actions
- global internet disruptions

30. Governing Law

These Terms shall be governed by the **laws of the United Kingdom**.

31. Dispute Resolution

Any disputes arising under these Terms shall be subject to the jurisdiction of courts located within the **United Kingdom**.

32. Amendments

Zentrix Hosting reserves the right to modify these Terms at any time.

Updated Terms will be published on the website.

Continued use of services constitutes acceptance of updated Terms.

33. Contact Information

Legal Contact:

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3rd Floor
86-90 Paul Street
London, England
United Kingdom
EC2A 4NE

Email:

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