

# Suifly Seal Service Agreement

---

**Version 1.0\* / \*Effective Date: January 15, 2025**

This Terms of Service agreement ("Agreement") governs your use of the Suifly Seal service ("Service"). By subscribing to this Service, you agree to be bound by these terms.

## 1. Service Level Agreement (SLA) Guarantees

Suifly guarantees 99.9% uptime for the Seal service across all operational regions. In the event of service degradation below this threshold:

- Customers will receive service credits proportional to downtime
- Planned maintenance windows are excluded from SLA calculations
- Geographic failover is automatic and does not constitute downtime

## 2. Acceptable Use Policy

Users of the Seal service must comply with the following acceptable use guidelines:

- Service must not be used for illegal activities or malicious purposes
- Users must not attempt to circumvent security measures or rate limits
- Excessive bandwidth consumption beyond subscribed tier may result in throttling
- Users must not resell or redistribute service access without written authorization

## 3. Data Privacy and Security Commitments

Suifly is committed to protecting customer data and maintaining security:

- All API requests are encrypted in transit using TLS 1.3 or higher
- Customer API keys and secrets are stored using industry-standard encryption
- Suifly does not access or log the contents of sealed packages

- Metadata (request counts, timestamps, IP addresses) is retained for 90 days for billing and security purposes
- Customer data is not shared with third parties except as required by law

## 4. Billing Terms and Conditions

Subscription billing operates as follows:

- Monthly subscriptions are billed in advance on the subscription date
- Pay-as-you-go credits are charged separately and do not expire
- Payment is processed via Sui blockchain wallet transactions
- Failed payments result in service suspension after 7-day grace period
- Refunds are issued as service credits, not cash refunds

## 5. Service Limitations and Restrictions

The Seal service has the following limitations:

- Guaranteed bandwidth as specified in your subscription tier
- Burst capacity available for Pro and Business tiers (subject to fair use)
- Geographic distribution across 3 regions (US-East, US-West, EU-Frankfurt)
- Maximum package size: 1 GB per sealed object
- API rate limits as specified in tier documentation

## 6. Subscription Changes and Cancellation

Customers may modify their subscriptions as follows:

- Upgrades take effect immediately with prorated billing
- Downgrades take effect at the next billing cycle
- Cancellation must be requested before billing date to avoid charges
- Upon cancellation, service continues until end of paid period
- Pay-as-you-go credits remain available for 12 months after cancellation

## **7. Termination and Refund Policy**

Suifly reserves the right to terminate service for:

- Violation of acceptable use policy
- Non-payment after grace period expiration
- Fraudulent activity or abuse of service

Upon termination: - Service access is immediately revoked - No refunds are provided for monthly subscription fees - Unused pay-as-you-go credits may be refunded at Suifly's discretion

## **8. Liability Limitations**

To the maximum extent permitted by law:

- Suifly's liability is limited to the amount paid for service in the prior 12 months
- Suifly is not liable for indirect, incidental, or consequential damages
- Service is provided "as is" without warranties beyond the SLA
- Customers are responsible for backing up data and maintaining redundancy

## **9. Dispute Resolution Procedures**

In the event of disputes:

- Customers must first contact Suifly support to attempt resolution
- If unresolved, disputes will be settled through binding arbitration
- Arbitration will be conducted under the rules of the American Arbitration Association
- Jurisdiction is limited to the courts of Delaware, United States

## **10. Changes to Terms**

Suifly reserves the right to modify these terms:

- Customers will be notified 30 days prior to material changes

- Continued use of service after notification constitutes acceptance
- Customers may cancel service if they do not agree to changes

## 11. Contact Information

For questions about these terms or the Seal service:

- Email: support@suiflty.com
  - Website: <https://suiflty.com>
  - GitHub: <https://github.com/mario4tier/suiflty-co>
- 

**By subscribing to this service, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.**

*Last Updated: January 15, 2025*