Revivenode LLC
Terms of Service

This full document is regarding any person or persons who purchase a service from Revivenode (https://revivenode.com). 'we', 'us', and 'Revivenode' as found in this document, all refer to Revivenode as a company, 'you', 'your' and 'the user' refers to the client purchasing services. If the user is under 13, a parent or guardian is held responsible for the user.

By purchasing a service, you agree to everything stated within our Privacy Policy and Terms of Service and you will continue to agree to any future change to the terms of service even after the original agreement date, you are required to agree to the Terms of Service for each service purchased within our website.

Revivenode will ensure all written information is clear and easy to read and understand. If any concerns or queries occur, you are to contact support immediately for clarification. Any users under 13 years of age require a legal guardian to agree to all terms. Failure to do so, your service may be terminated and your account closed. The legal guardian will be held responsible for all causes the child may bring. We may, at our absolute discretion, refuse to register any person or entity as a user. You cannot transfer or assign any rights or obligations you have under this agreement without prior written consent. Revivenode reserves the right to update and change its Terms of Service for any reason, without prior notice.

1. **PAYMENTS**
   a. All payments are processed through Stripe and PayPal's gateway. Revivenode does not accept other types of payment.
   b. Failure to pay for your service on the specified date on your billing page will result in the suspension of your service for 7 days before your service is terminated with all data being deleted. If payment is made on a terminated service it will not be activated automatically, you must create a support ticket either asking for the refund of the payment or re-activation of the service.

2. **REFUNDS**
   a. All payments made are eligible for a refund within 48 hours of the original payment date; however, you can contact Revivenode within 7 days of the original payment to get a refund in the form of credits directly to your Revivenode account.
   b. All payments follow the 48-hour refund policy despite the billing cycle for the service. Revivenode will not negotiate any different form of money return. Opening a ticket or contacting us will be denied.
   c. All refunds are sent to the original sender and will only happen if there is an invoice ID linked to the payment gateway. The refund will only contain the paid amount deducting the tax fees from the payment gateway. Overcharges are refundable within the first month of the charge, after which it will be classified as a normal payment.
      i. Addons are not refundable.
      ii. Upgrades or Downgrades are refundable through credits.
         You will not be refunded in the case you exceed the 48-hour refund policy, for the following:
      iii. You did not want to purchase the product
      iv. Your service was terminated for breaking the terms of service

3. **ACCOUNT AND SECURITY**
   a. Revivenode will keep the user's information private at all times. All staff members are required to sign an NDA to protect the privacy of user information.
   b. If a user shares their account information, Revivenode is not held responsible for any future occurrences regarding the user's account. The client/user is held responsible for the security of their accounts but is not limited to any panel under the Revivenodes domain.
   c. The client is responsible for protecting their account either with a strong password or by enabling 2-step authentication.
   d. Revivenode owns all information within its platform. We keep all accounts saved for legal reasons only, and we do not sell or share information from any user's account. Revivenode can, however, close the user's account after 6

months of no use.

4. DISPUTE

    a. Creating a chargeback will result in your account automatically getting closed and your services being terminated, with all data being deleted. All information will be sent to PayPal for evidence against the client's actions.

    b. To prevent a chargeback, open a ticket beforehand to talk to a Revivenode staff member and see if you are eligible for a refund.

5. CREDITS

    a. Credits will be added to your account and are not refundable.

    b. They can only be used within the Revivenode store/website, trying to exploit the credits in any way will get them all removed from the user's account.

    c. Revivenode can transfer credits to another client upon request of the original user within a ticket.

6. ABUSE AND EXPLOIT

    a. Revivenode may suspend and/or terminate your service if you do any of the following:

        i. Intentionally overloading a machine.

        ii. Use copyrighted content.

        iii. Using exploits to obtain more memory.

        iv. Overloading CPU

        v. Attempt to intentionally overload storage.

        vi. Abusing our billing system in any way

7. DEDICATED & VPS

    a. By using our VPS service you understand you cannot use it to DDoS or attack another client or device in or of Revivenode this same statement is also included in our dedicated lineup, if in the suspension that you are your server will be suspended and you are required to contact us to clarify your situation if in the result you are your service will be terminated and still follow our refund policy.

    b. Revivenode is responsible for keeping your service accessible via the panel & SFTP unless there is an unnatural cause, for which reason our team notifies clients and will fix it within 24 hours once reported.

    c. Our fully dedicated machines are priced differently than our VPS lineup in which the user is required to open a ticket within our Discord to receive it. By ordering a dedicated server.

    d. You understand that you can sign up for a 3-month commitment or a set setup fee depending on the machine. They are free to request a cancelation

for the machine at the end of the 3-month billing commitment or pay the setup fee beforehand within the first 2 months.

8. **MINECRAFT**
   a. Revivenode is not affiliated with Mojang or claims to own any part of Minecraft as a game.
   b. Revivenode only provides the service to run the server for the user, and breaking Minecraft's terms of service will also result in your service getting terminated with Revivenode.
   c. Revivenode only provides the memory. Storage has a limit of 75 GB to prevent abuse. Please note if the user's MYSQL database exceeds 2GB of storage it will be terminated as a result of the limitation we have.
   d. Servers are allocated the full amount of memory purchased automatically. In-game plugins may not show the service having the full memory; this is due to certain plugins using metaspace.
   e. Revivenode does not provide support for the following
      i. Plugin Support
      ii. Map Support
      iii. Datapack Support.
      iv. Bungeecord Setup (Unless the client has purchased the addon)
      v. Any In-Game setup or configuration
      vi. Geyser Support (It is a plugin and they have a support team that handles it better. We do however guarantee it will work with us.)
      vii. Setting up a domain for your Minecraft server

   f. Revivenode does provide support for the following:
      i. Modpack crashes from the Revivenode panel.
      ii. Version crashes from the Revivenode panel.

   g. Revivenode is not responsible for any world corruption or file corruption of any sort. Revivenode will not be held responsible for leaked or nulled jars used in your service. Revivenode support will not:
      i. Configure Plugins
      ii. Modify Mods
      iii. Complete a Server Setup
      iv. Assist in any detrimental measures against another service

9. **BOT HOSTING**
   a. Revivenode does not have any association with Discord. If any of Discord's Terms of Service is broken within our services files may be terminated and the user's account may be closed.

b. Please note if the user's MYSQL database exceeds 2GB of storage it will be terminated as a result of the limitation we have.

10. WEB HOSTING

a. Revivenode does not allow users to host copyrighted websites or nulled sites on our platform, using our web hosting for illegal purposes will get your account terminated, this includes using the email service for spamming.

b. Any user you add to the panel Revivenode is not held responsible for anything they do (Delete files, Modify Files, Add Files) They are required to follow our terms of service and if broken, can result in your service being terminated.

c. Each product comes with its own set of add-ons and we do not add extra add-ons upon request.

d. Revivenode is responsible for keeping your service accessible via the panel & SFTP unless there is an unnatural cause, for which reason our team notifies clients and will fix it within 24 hours once reported.

e. Revivenode will host your websites including any MySQL databases. If the user deletes or terminates their MySQL or any file within the web host, we are not responsible for the deletion.

f. Please note if the user's MYSQL database exceeds 2GB of storage it will be terminated as a result of the limitation we have.

g. If any of the following is shown within Revivenode hosting, your service will be terminated:

   i. Unauthorized, copyrighted content.
   ii. Any illegal content within the United States of America.
   iii. Underage lewd photos.
   iv. Revivenode only hosts the user's files within their web hosting provider.

11. BACKUPS

a. Revivenode provides a certain amount of backups per product that can be found on the services page.
   This, however, does not include the following
   i. VPS products
   ii. Web hosting products
   iii. Valheim Hosting Products

b. Each backup is limited to 25GB with no increase. Revivenode takes backups of all user's files twice a day for safety and to prevent any future file loss. These are not available for clients' use and are only a safety measure.

c. No staff member at Revivenode has access to the files other than Revivenode's management team.

d. Requesting a backup will be denied unless Revivenode is at fault for the file loss. Revivenode is not responsible for the loss of files if the user did not create a backup.

    e. Revivenode is not held responsible for the corruption of a backup file, as if any errors do occur we will announce a fault in the system beforehand.

12. DISCORD SUPPORT

    a. Revivenode provides support through our Discord platform., however, all and any rules provided on Discord must be followed.

    b. Breaking any rule will result in a punishment on our Discord server. Our billing ticket system will remain open for all users and users may continue to get support there if not banned.

    c. All Discord tickets are private with only staff members able to see the channel. A transcript is created at the closing of the channel and can be provided upon the user's request. This does not mean Revivenode will only provide transcripts to the creator of the ticket. Any users added to the ticket are not eligible to receive a transcript.

    d. Revivenode will answer as long as there is an available team member online. Many of our team members leave their accounts online even when away or occupied, so Revivenode can average a 30-minute response time on Discord.

    e. Revivenode will not provide support on Discord for the following
        i. Services that are not hosted with Revivenode
        ii. Commotion between users on any of our platforms. (Unless rules or terms are violated).
        iii. Servers being botted or griefed.
        iv. Geyser setups/issues.
        v. Refunds & Service Transfers (Must be proceeded through a billing ticket)

    f. All Revivenode staff members can be located on the top right with the blue "Staff" role. Any other role is not a staff member and Revivenode is not responsible for any information provided by them.

    g. Community Support is not an official staff member and Revivenode is not responsible for any incorrect information provided by Community Support.

    h. Disrespecting a staff member can result in you getting banned from the discord. Banned users still have the billing tickets on our website if needed. Continuing to disrespect a staff member in the billing ticket will be a permanent ban on both.

    i. Discord tickets close automatically within 24 hours if a staff member believes the issue has been resolved they may close the ticket sooner, please note all users can create a new one afterward.

13. BILLING TICKET SUPPORT

    a. All questions or statements are logged and saved for the client and Revivenode staff. No information will be leaked or provided outside Revivenode other than for legal reasons such as a chargeback.

b. Responses may take up to 24 hours depending on the product or skill level required from a staff member as long as the team member is online.

c. Revivenode will provide support for services from the website; however, Revivenode will not provide support for the following within our billing tickets.

    i. Services that are not from Revivenode.

    ii. Commotion between users on any of our platforms. (Unless rules or terms are violated)

    iii. Servers being botted or griefed.

    iv. Common errors with the service.

        1. Geyser setups/issues.

    v. Any information within a billing ticket is solely between Revivenode staff and the client.

14. GAME PANEL

a. Revivenode is responsible for keeping your service accessible via the panel & SFTP unless there is an unnatural cause, for which reason our team notifies clients and will fix it within 24 hours once reported. If the timeframe is exceeded, the client of the affected service is open to compensation at the discretion of ReviveNode in the form of Revivenode credit(s).

b. The following is what

    i. Console Output

    ii. Schedules

    iii. Users

    iv. Settings

    v. File Manager

c. Revivenode cannot be held responsible for issues with the following

    i. Backups

    ii. Version Changer

    iii. Subdomains

    iv. Databases

    v. Importer

    vi. Modpack Installer

    vii. Audit Logs

    viii. Console Log Copier

    ix. Plugins Installer

d. Any user you add to the pane Revivenode is not held responsible for anything they do (Delete files, Modify Files, Add Files) They are required to follow our terms of service and if broken, can result in your service being terminated.

e. Whilst ReviveNode provides full-service transfers from alternate providers, we provide no guarantees that service transfers are free from corruption or missing files.

f. Revivenode can request a payment of a set amount if a client requests to be moved to a different location.

15. PLUGIN SUPPORT ADDON

a. The plugin support provided by default with all Minecraft hosting plans is limited to our customer support agents referring clients to pre-made guides, when the client faces an issue during installation/setup whilst following the provided guide, the agent may highlight the issue(s) if it's found to be simple such as that of a typo or incorrect configuration value.

b. When the issue is discovered to be more complex, or the plugin itself has an issue that cannot be resolved through configuration- the client will be told to contact the related plugin support. Exceptions to this may be made at the discretion of the agent providing support.

c. If we suspect a paid resource that is being utilized on the service that supports is being provided for has been illegally sourced such as being downloaded from a leaking site, any and all support for that service will be suspended until the ownership of the resource's license has been proven or a legitimate license for that resource has been acquired.

16. COPYRIGHT & TRADEMARK

a. Revivenode is registered under the state of Wyoming, United States Of America as an LLC, Filing ID 2022-001074784.

b. All content or assets displayed on the website are owned with all rights reversed to Revivenode and you are allowed to use ReviveNode's assets freely with exceptions where there is malicious intent or copyright infringement.