



Terms of Use

Last Updated: 28 January 2025

1. Acceptance of Terms

By accessing or using Percentso's services, you confirm that you:

- Are at least 18 years old or have legal consent to use the services.
- Agree to these Terms of Use and our Privacy Policy.
- Acknowledge that these terms may be updated periodically, and continued use constitutes acceptance of the changes.

2. Services Provided

Percentso offers the following services:

- Business Web Hosting
- Virtual Private Server (VPS) Hosting
- Object Storage Service
- Business Email Hosting
- Game Server Hosting

All services are subject to availability and the terms outlined in this document.

3. User Responsibilities

As a Percentso customer, you agree to:

- Provide accurate and up-to-date account information.
- Maintain the security of your account credentials.
- Use the services in compliance with all applicable laws and regulations.
- Not engage in any activity that violates Percentso's Acceptable Use Policy (AUP).

4. Acceptable Use Policy (AUP)

You are prohibited from using Percentso's services for:

- Illegal activities, including hacking, phishing, or distributing malware.
- Spamming or sending unsolicited emails.
- Hosting or distributing pirated software, copyrighted material, or other illegal content.
- Overloading servers or engaging in activities that disrupt service performance.

Violations of the AUP may result in immediate suspension or termination of services without refund.

5. Payment and Billing

- All services are billed in advance on a monthly, quarterly, or annual basis.
- Payment methods include Credit/Debit Cards, Digital Wallets, and FPX.
- Failure to pay may result in service suspension or termination.

6. Refund Policy

- Refunds are only issued as service credits and must be requested within 7 days of service activation.
- Refunds are not available for domain registrations, add-ons, or services used beyond the 7-day window.
- Refer to our Refund Policy for full details

7. Service Level Agreement (SLA)

- Percentso guarantees 99.9% uptime for all hosting services, excluding scheduled maintenance and circumstances beyond our control.
- Service credits are provided for downtime exceeding the uptime guarantee.
- Refer to our SLA for full details.

8. Termination

Percentso reserves the right to suspend or terminate services for:

- Non-payment of fees.
- Violations of the AUP or these Terms of Use.
- Fraudulent activity or chargebacks.
- Customers may terminate services by providing 30 days written notice.

9. Limitation of Liability

Percentso is not liable for:

- Indirect, incidental, or consequential damages.
- Loss of data or profits resulting from service interruptions.
- Damages caused by customer misuse or third-party actions.

Our liability is limited to the total fees paid by the customer during the month the incident occurred.

10. Data Privacy

Percentso collects and processes personal data in accordance with our Privacy Policy. By using our services, you consent to the collection and use of your data as outlined in the policy.

11. Intellectual Property

All content, trademarks, and intellectual property on Percentso's website and services are owned by Percentso or its licensors. You may not use, copy, or distribute any content without prior written consent.

12. Governing Law

These Terms of Use are governed by the laws of Malaysia. Any disputes will be resolved in the courts of Malaysia.

For questions or concerns regarding these Terms of Use, please contact compliance@percentso.com.
