

Terms of Service

Last updated: August 2025

Welcome to **offshore.hosting**, operated by **Owl Owl OÜ** ("we", "our", "us").

By using our services, you agree to these Terms of Service ("Terms"). Please read them carefully.

1. Company Information

- **Company Name:** Owl Owl OÜ
 - **Reg. No.:** 16602534
 - **VAT ID:** EE102556685
 - **Address:** Sepapaja tn 6, 15551 Tallinn, Harju, Estonia
 - **Tel:** +372 6850186
 - **Website:** offshore.hosting
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2. Services Covered

These Terms cover all services provided by us, including but not limited to:

- Web Hosting & Shared Hosting
 - Virtual Private Servers (VPS)
 - Dedicated Servers
 - Domain Registration & Transfer (subject to additional ICANN terms below)
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3. Eligibility

- You must be at least 18 years old to register an account.
 - You agree to provide accurate information during registration.
 - We reserve the right to refuse or terminate service at our discretion.
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4. Acceptable Use Policy (AUP)

We respect privacy and freedom online but strictly prohibit:

- Sending spam, bulk unsolicited emails, or running mailing lists without consent.
- Hosting or distributing child sexual abuse material (CSAM) or related content.
- Phishing, fraud, identity theft, or deceptive activities.
- Hosting or distributing malware, viruses, or ransomware.
- Launching or participating in DDoS attacks or network abuse.
- Using our infrastructure for illegal activities under **Estonian, Dutch, or EU law**.

Violation of this AUP may result in **immediate suspension or termination without refund**.

5. Payments & Refunds

- **Payment Methods Accepted:** Credit Card (via Stripe), Bank Transfer, Cryptocurrency.
 - **Refunds:**
 - Web Hosting: 7-day money-back guarantee (credit card only).
 - Domain Registrations/Transfers: **Non-refundable**.
 - VPS/Dedicated Servers: **Non-refundable** once provisioned.
 - Crypto and Bank Transfers: **Non-refundable** under any circumstances.
 - All prices are exclusive of VAT unless stated otherwise. EU VAT will be applied where required.
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6. Service Level Agreement (SLA)

- We guarantee **99.9% uptime** for hosting services (measured monthly).
 - If uptime falls below this level, compensation will be provided as **account credit only**.
 - This SLA does not apply to force majeure events, scheduled maintenance, or upstream network issues.
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7. Suspension & Termination

- We may suspend or terminate services immediately if you violate these Terms or our AUP.
 - No refunds will be issued in such cases.
 - You may cancel your service anytime via the client portal. Cancellation does not entitle you to a refund unless explicitly covered by Section 5.
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8. Domain Registration Terms

By registering a domain with us, you also agree to ICANN's **Registrant Rights and Responsibilities**:

🔗 [ICANN Registrant Rights and Responsibilities](#)

- Domain registrations are **final and non-refundable**.
 - You are responsible for maintaining accurate WHOIS data unless privacy/proxy services are used.
 - We may suspend or delete domains for non-payment, abuse, or ICANN compliance violations.
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9. Privacy & Data Protection

- We collect only the minimal information required to provide services (account info, billing details, technical logs).
 - We respect user privacy and do not sell personal data.
 - Data may be processed in Estonia, the Netherlands, and other EU jurisdictions.
 - We comply with the **EU General Data Protection Regulation (GDPR)**.
 - For domains, ICANN rules may require us to share registration data with registries.
 - By using our services, you consent to this data processing.
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10. Liability Disclaimer

- Services are provided on an "as-is" and "as-available" basis.

- We do not guarantee uninterrupted service beyond the SLA.
 - We are not liable for data loss, downtime, or indirect damages.
 - Your sole remedy for service issues is limited to credits as outlined in Section 6.
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11. Governing Law & Jurisdiction

These Terms are governed by:

- **Estonian law** (Owl Owl OÜ jurisdiction)
- **Dutch law** (where our servers are located)
- Applicable **European Union law**

Any disputes shall be resolved in the competent courts of **Tallinn, Estonia**, unless otherwise required by applicable EU law.

12. Changes to Terms

We may update these Terms from time to time. Updates will be posted on our website with a new "Last Updated" date. Continued use of our services constitutes acceptance of the new Terms.

13. Contact Us

If you have any questions, please contact us:

- Email: support@offshore.hosting
 - Tel: +372 6850186
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