



# Terms of Service

**Last updated:** January 12, 2026

## 1. Introduction

These Terms of Service ("Terms") regulate and define the relationship between **HEO Systems**, hereinafter referred to as the "Provider", "Company", or "HEO Systems", and any clients, customers, or users of our services ("User", "you"). By accessing or using our website and services, you agree to be bound by these Terms, our Privacy Policy, and any additional terms presented at specific checkpoints within our platforms.

Our services include, but are not limited to, game hosting, web hosting, virtual servers, dedicated servers, and related services. If you do not agree with these Terms, you must not use our services. HEO Systems aims to keep all information clear and understandable. If anything is unclear, please contact our support team.

## 2. Binding Agreement

By registering with, accessing, or otherwise using our website or services, you confirm that you have read, understood, and agreed to these Terms. In certain cases, explicit acceptance may be required.



## 3. Eligibility to Use

You may not use our services if:

- You cannot form legally binding contracts
- You are under the age of 13
- You are under 18 without consent from a parent or legal guardian
- You are prohibited from receiving services under Dutch law or other applicable laws
- You are suspended from using our services
- You do not have a valid means of communication
- Your details are flagged by our anti-fraud systems as high risk
- You are subject to sanctions or appear on restricted-party lists maintained by Dutch, EU, UN, or other authorities

We reserve the right to refuse service to any person or entity at our discretion. Rights and obligations under these Terms may not be transferred without written consent.



## 4. Changes to These Terms

HEO Systems may modify these Terms at any time. It is your responsibility to review them periodically. Continued use of our services after changes take effect constitutes acceptance. We may also modify, suspend, or discontinue any part of our services at any time.

## 5. Account Creation and Security

By creating an account, you agree to:

- Keep your login credentials confidential
- Be fully responsible for all activity on your account
- Maintain account security
- Not exploit software or hardware vulnerabilities
- Not attempt to bypass security mechanisms
- Report any discovered vulnerabilities responsibly
- Not perform attacks against networks, servers, or systems
- Not disrupt or interfere with our services
- Not engage in illegal activities

After termination, you may not create a new account without our permission.

## 6. Payments, Billing, and Renewals

For all hosting services:

- Invoices are generated approximately 7 days before the due date
- Once invoiced, services cannot be modified
- Invoices become overdue at 09:00 (UTC) the day after the due date
- Unpaid services will be suspended
- Services are terminated 3 days after the due date if unpaid
- Automatic payments via Stripe or PayPal are attempted on the due date and the following two days
- You are responsible for manual payment if automatic payment fails



## 7. Refunds and Cancellations

Refunds may be requested within 48 hours for eligible services, including Minecraft Hosting, Discord Bot Hosting, Website Hosting, and SteamCMD-based game hosting. Refunds do not apply to:

- Add-ons
- Dedicated servers and custom orders
- Processed cancellations
- Accounts with refunds in the past two months
- Upgrade orders
- Services with restored backups
- Downtime caused by the user

Cryptocurrency payments are refundable to account credit only. We reserve the right to deny refunds.

## 8. Account Credit

Account credit cannot be withdrawn and is non-refundable. Each year on January 1st, 50% of unused credit expires, with a minimum expiration of €10,-. Users may request preservation during January. Refund policies do not apply to account credit.

## 9. Affiliate Program

We offer an affiliate program that rewards referrals with account credit. Withdrawals are limited to account credit. Promotional or discount sites are prohibited. Affiliate links must be visible and unmasked. Abuse may result in account closure. Certain services, including dedicated servers, may be excluded.

## 10. Service Terms

Specific technical rules, limitations, and usage conditions may apply depending on the service you use. Please refer to our Acceptable Usage Policy (AUP) and any service-specific policies for detailed and up-to-date terms applicable to each service.

## 11. Backups and Data Loss

Offsite backups are provided depending on the service. A €10,- restore fee applies where no backup package is included. MySQL database backups may be available depending on the service or as a paid add-on. Availability and pricing are displayed in the client area. Users are responsible for maintaining their own backups. HEO Systems is not liable for data loss.



## 12. Support Services

We aim to respond to support tickets within 30 minutes, though complex issues may take longer. Abuse of the support system may result in restrictions. Live chat is for pre-sales only. Services are unmanaged unless stated otherwise.

While we allow hosting of games other than Minecraft on our platform, we do not guarantee support for game-specific server configurations such as plugins, mods, or custom setups for those games. Our support team has advanced knowledge of Minecraft server configurations and will provide best-effort assistance for other games where possible. However, our primary responsibility and guaranteed support focus on the server hosting infrastructure itself, including hardware, network, and platform-related issues.

## 13. Advanced Support

Advanced or game-specific support is provided on a best-effort basis only and is not guaranteed. Minecraft-related assistance may include guidance on basic configuration and common issues. Support for other games may be limited or unavailable depending on complexity. All support remains focused primarily on hosting-related matters rather than in-game mechanics or third-party software.





## 14. Fair Use Policy

All services provided by HEO Systems are subject to a fair use policy to ensure stable and reliable service for all customers. While certain services may be advertised as “unlimited” or “unmetered,” this does not imply unrestricted use. Fair use applies to, but is not limited to, the following areas:

- **Resource Usage:** Excessive use of CPU, memory, storage, network bandwidth, or I/O that negatively impacts other customers may be restricted or throttled.
- **Abnormal Activity:** Activities such as mass spamming, automated attacks, mining cryptocurrencies, or running scripts that generate unusually high resource consumption are not permitted.
- **Storage and Backups:** While storage may be advertised as unlimited, storing excessive amounts of data unrelated to the service purpose or retaining excessive backup snapshots may be limited.
- **Network Traffic:** High traffic usage that affects network performance for other clients may be limited or rerouted.
- **Multiple Accounts:** Attempts to bypass fair use limits through multiple accounts may result in service suspension.

HEO Systems reserves the right to monitor, limit, or suspend services that violate fair use standards. Reasonable usage thresholds may vary depending on the plan, server specifications, and overall network load. Customers are expected to use services responsibly and in a manner consistent with the intended purpose of the product or plan purchased.

## 15. Prohibited Activities

We may suspend or terminate services without notice for activities including but not limited to:

- Excessive resource usage
- Unauthorized access attempts
- DDoS attacks
- Spam distribution
- Illegal content hosting
- Cryptocurrency mining



## 16. Abuse Handling & Compliance

HEO Systems operates a zero-tolerance policy toward abuse, illegal activity, and misuse of its services.

### Reporting Abuse

All abuse complaints must be submitted to: [admin@heo-systems.com](mailto:admin@heo-systems.com)

Abuse reports may include, but are not limited to:

- Copyright infringement (DMCA or similar)
- Network attacks, DDoS, scanning, or exploitation
- Spam, phishing, or fraud
- Malware, botnets, or unauthorized access
- Illegal content or activities
- Violations of our Acceptable Usage Policy (AUP)

### Response Time

All abuse reports received by HEO Systems are reviewed within 24 hours.

In most cases, immediate action is taken with the first response when there is clear evidence of abuse, legal risk, or network harm.

This may include:

- Service suspension
- Traffic blocking or null-routing
- File or content removal
- Account restriction or termination
- Preservation of logs for legal or investigative purposes



## Customer Obligations

If a customer receives an abuse notice forwarded by HEO Systems, the customer must:

- Acknowledge the report
- Investigate the issue
- Take corrective action within 24 hours of receipt.

Failure to respond or resolve the issue within this timeframe may result in automatic suspension or termination of the affected service without further notice.

## Cooperation with Authorities

HEO Systems reserves the right to:

- Preserve logs and data
- Cooperate with law enforcement
- Provide relevant customer and server information when legally required or when abuse poses a risk to infrastructure, other users, or third parties.

## No Liability for Enforcement

Actions taken in response to abuse reports, including suspension, termination, or data removal, do not entitle the customer to any refund, credit, or compensation.

## 17. Intellectual Property

All content, branding, and materials on our website are owned by HEO Systems or its licensors. Commercial use without written permission is prohibited.

## 18. Indemnification and Limitation of Liability

You agree to indemnify and hold HEO Systems harmless from claims, damages, or losses arising from your use of our services. All services are provided "as is" without warranties. We are not liable for indirect or consequential damages.

## 19. Privacy and Electronic Communication

You agree to provide accurate and current information. Electronic communications satisfy legal writing requirements. We respect your privacy and do not send unsolicited communications.



## 20. Termination

We may suspend or terminate services at our discretion, with or without notice. Terminated services are not eligible for refunds.

## 21. Legal Compliance

You may not use our services in violation of Dutch law, export regulations, or laws of other applicable jurisdictions.

## 22. Entire Agreement

These Terms, together with our Privacy Policy and Cookie Policy, constitute the entire agreement between you and HEO Systems.

## 23. Choice of Law and Jurisdiction

These Terms are governed by Dutch law. Disputes fall under the exclusive jurisdiction of the courts of the Netherlands.

### Company Information

HEO Systems  
[info@heo-systems.com](mailto:info@heo-systems.com)  
Operated by: Hamza el Osrouti

KvK: 97117250  
VAT: NL005249774B31

© 2026 HEO Systems. All rights reserved.

