Terms and Conditions of Infinity Node

By placing an order or using our services, you agree to these Terms and Conditions. If you do not agree, you cannot use our services.

1. Orders and Payments

1.1 Customers do not need to pay immediately when placing an order.
 1.2 Subscriptions can be canceled at any time without further obligations, unless stated otherwise.
 1.3 Orders are delivered within the estimated delivery time on our website, unless delays occur due to stock shortages or technical issues.
 1.4 If a server is out of stock, it will be delivered within 8 days. If this is not possible, the customer will receive a full refund.
 1.5 If payments are late, the customer is in default. After 1 day of default, Infinity Node may suspend services until payment is received.
 1.6 Additional costs may be charged for each day the payment is overdue.
 1.7 After 7 days of default, Infinity Node may terminate the service and delete all associated data.
 1.8 If the customer refuses to pay, Infinity Node may involve a debt collection agency.

2. Game Servers

2.1 If a customer does not renew their server, Infinity Node may shut it down after the subscription period ends.
 2.2 Data from expired servers may be deleted 3 days after expiration.
 2.3 Customers are responsible for making backups. Infinity Node is not responsible for data loss.

3. VPS (Virtual Private Servers)

3.1 Hosting illegal content, such as child pornography, copyrighted material, or conducting DDoS attacks, is not allowed.
 3.2 Sending spam through our servers is prohibited.
 3.3 Customers are responsible for making backups. Infinity Node is not liable for data loss.
 3.4 Infinity Node provides limited support for third-party software but may offer advice where possible.
 3.5 Servers used for illegal activities may be suspended.
 3.6 Mining cryptocurrency on a VPS is not allowed.
 3.7 Long-term high CPU usage that disrupts other customers is not permitted.
 3.8 Using a VPS as a proxy or to tunnel traffic outside our network is prohibited.

4. Dedicated Servers

4.1 Hosting illegal programs, content, or websites is not allowed.
 4.2 Sending spam through dedicated servers is prohibited.
 4.3 Customers are responsible for making backups. Infinity Node is not liable for data loss.
 4.4 Infinity Node does not provide support for third-party software but may offer advice where possible.
 4.5 Servers used for illegal activities may be suspended, and an investigation may be started.
 4.6 Any damage to the dedicated server caused by illegal activities is entirely the customer's responsibility.
 4.7 Using a dedicated server as a proxy or to tunnel traffic outside our network is prohibited.

5. Remote DDoS Protection

5.1 Sending illegal data, such as DDoS attacks or spam, is not allowed.
 5.2 If you exceed your data usage limit, you will receive an additional invoice, which must be paid.
 5.3 A tunnel must be canceled at least 7 days before the end of the subscription period, otherwise, the final invoice must be paid.

6. Support

6.1 Customers can submit a ticket via our Discord server or send an email to support@infinitynode.com.
 6.2 Infinity Node only provides support for its own services, not for third-party software.

7. Refunds

7.1 By placing an order, you accept that refund requests not covered by this policy will be denied.
 7.2 If Infinity Node's services are available less than 99% of the time due to technical issues, you may be eligible for compensation or a refund.
 7.3 Downtime caused by customer errors (e.g., incorrect configuration) is not eligible for a refund.
 7.4 Technical issues must be reported through official channels, and Infinity Node must be given a reasonable time to resolve them.
 7.5 Refund requests due to lack of knowledge about the services will be denied.
 7.6 Refund requests submitted after 7 days will be denied.
 7.7 Refunds are processed within 7 business days.
 7.8 Customers may not force a refund through payment services such as PayPal or credit card companies.

8. Force Majeure

Neither party is required to fulfill its obligations if prevented by force majeure, such as war, strikes, fire, floods, power outages, network maintenance, DDoS attacks, or supplier failures.

9. Changes to the Terms

Infinity Node reserves the right to modify these terms at any time. Changes will be announced in the #announcements channel on our Discord server or via email.