You Imagined it, we create it.

WEB DESIGN. WEB HOSTING. DOMAINS

WebHost Hosting and Website Development Terms of Service

Last Update: 10/05/2026

Introduction
WebHost provides internet storage and transfer services utilizing third-party web servers. By choosing to use WebHost's servers, customers agree to be bound by the mutual promises outlined in this agreement. Because the internet is not owned or controlled by any single entity, WebHost cannot guarantee that readers will be able to access the server at any specific time. However, WebHost is committed to making every good faith effort to ensure maximum server availability and minimize any service interruptions.

Account Eligibility & Responsibility
- Customers must be at least 18 years of age.
- If the user is under 18, a parent or legal guardian must assume the role of the "customer" for the duration of this contract.
- Customers accept sole responsibility for all charges and fees associated with their account.

Billing & Financial Arrangements
- Hosting contracts require a minimum commitment of thirty (30) days, or a longer period if specified, with the exact duration determined at signup.
- All hosting services must be paid for in advance before the commencement of the agreed period.
- WebHost generates and sends invoices via electronic mail or WhatsApp on or around the 25th of each month.
- Customers are responsible for inquiring about missing invoices by the last day of the month to account for potential email server malfunctions.
- All invoices must be paid in full by 24:00 on the 5th of the following month.
- Late payments may result in the termination of website or hosting accounts.
- Reconnecting a terminated account incurs an N$500.00 fee, which must be paid alongside all outstanding fees.
- WebHost reserves the right to charge a 10% interest rate on any overdue invoices.
- Domain names will not be renewed unless paid for in full prior to their expiration date.

Contract Renewal & Cancellation
- Contracts will automatically renew indefinitely for their original term length until officially cancelled in writing.
- Standard hosting contracts require at least one calendar month (30 days) of written notice prior to termination.
- Yearly contracts require at least three calendar months (90 days) of written notice prior to termination.
- WebHost accepts termination notices via electronic mail.
- Billing ceases at the end of the term during which the service is cancelled.

- Upon providing proper notice, the contract will be cancelled before the next payment is due, and no further billing will occur.
- Hosting payments are strictly non-refundable, including for any unused portions of the service.
- Any non-refundable charges already incurred must be paid in full before submitting a cancellation notice.
- WebHost may terminate this contract without penalty at any time if a customer fails to comply with terms or fails to pay.
- WebHost reserves the right to charge a reinstatement fee for terminated accounts.

Service Performance & Security

- WebHost relies on a 99.9% uptime guarantee provided by its third-party hosting service.
- WebHost is not obligated to provide compensation for downtime, regardless of whether it is caused by WebHost, the customer, third-party services, or upstream providers.
- Advertised connection speeds represent the maximum achievable speed, but are not guaranteed at all times due to external factors.
- WebHost reserves the right to immediately disconnect any server or website deemed a security threat to the network or other customers.
- Creating multiple accounts to bypass restrictions or overage charges is grounds for immediate termination of all services.

Liability & Warranties

- Customers expressly agree that the use of WebHost services and information obtained through them is solely at their own risk.
- WebHost denies any responsibility for the quality or accuracy of information obtained through its services.
- WebHost makes no warranties, expressed or implied, regarding service interruption, error-free operation, merchantability, or fitness for a particular purpose.
- WebHost makes no warranties regarding the accuracy, reliability, or results obtained from the use of the Server service.
- WebHost is not responsible for damages or data loss resulting from service delays, non-deliveries, errors, omissions, acts of God, or unauthorized access to programs and records.
- Under no circumstances shall WebHost or its affiliates be liable for direct, indirect, incidental, special, or consequential damages resulting from the inability to use the service.
- This limitation of liability applies to all content on the WebHost Server service.
- A customer's exclusive remedy for damages or losses shall not exceed the aggregate amount paid during the contract term, plus reasonable legal and court fees.

Copyrights & Indemnification

- Customers warrant that they hold the legal right to use all trademarks and copyrights for the content and products hosted on their account.
- Customers agree to defend, indemnify, and hold WebHost harmless from any demands, claims, losses, or liabilities, including reasonable attorneys' fees.
- This indemnification applies to injuries to property or persons caused by distributed products, copyright infringement, proprietary rights violations and defective products sold on the WebHost server.

Policy Updates & Contact Information

- WebHost reserves the right to update these terms regularly.
- Updated terms will be made available on the official website: www.webhost-na.com.
- Customers agree to read and stay informed of these terms while utilizing WebHost services.

Contact Information:

- **Company:** WebHost Hosting & Web Design
- **Address:** Albertus Werth Street 62, Leonardville, Namibia
- **Phone:** +264 81 657 0202