

Article 1 – Definitions

In these terms and conditions, the following definitions apply:

- 1) **Provider:** the party delivering the content of remote services, in this case, Xeroz.tech.
- 2) **Offer:** any proposal for a product and/or service as presented by the provider in its public promotions or official offers to the customer.
- 3) **Consumer:** the recipient of a product and/or service, being a natural person who is not acting in the exercise of a profession or business.
- 4) **Service:** a paid/free service operated by the provider.
- 5) **Agreement:** an agreement between the provider and the customer/user regarding the delivery of a service.

Article 2 – Applicability

1. These general terms and conditions apply to all agreements where Xeroz.tech is a party and which are concluded through the Xeroz.tech web store/telegram bot.
2. These general terms and conditions are accessible to everyone and can be found on the Xeroz.tech website → <https://xeroz.tech/terms.pdf>.
3. Parties may deviate from these terms and conditions only if expressly agreed upon in writing.

Article 3 – Offer

1. Xeroz.tech ensures that the service it offers meets the specified characteristics and qualities that the customer/user may reasonably expect.
2. Xeroz.tech is obligated to make all reasonable efforts to ensure the service is of appropriate technical quality.
3. Xeroz.tech may not make changes to the delivered product without the customer's consent.
4. Xeroz.tech is obligated to deliver and maintain the product ordered on the hardware side by the customer as completely as possible.

Article 4 – The Agreement

1. The agreement for the purchase and delivery of the service is established at the moment the user creates a account and requests a service.
2. Xeroz.tech reserves the right to refuse orders/requests or decisions without providing reasons.

Article 5 – Account Information

1. To request a service, you must provide your personal information to Xeroz.tech. This personal information must be truthful and up-to-date. You agree to keep your account and other information, including your email address, accurate so we can complete your request(s) and contact you if necessary.
2. We take the protection of your personal information seriously; see our Privacy Statement on the website for more details.

Article 6 – Illegal Activities

1. It is strictly prohibited to use the services of Xeroz.tech for illegal activities.
2. Xeroz.tech defines illegal activities as anything punishable under Dutch law, including but not limited to DDoS attacks and hacking.
3. In the event of illegal activities, Xeroz.tech will immediately terminate the agreement.

Article 7 – Excessive Use

1. In cases of excessive or reckless use of Xeroz.tech's services, Xeroz.tech reserves the right to suspend the services. Additionally, Xeroz.tech is authorized to limit the services or issue an additional invoice for the overused portion of the services.

Article 10 – Complaints Procedure

1. If you have a complaint about the execution of the agreement, Xeroz.tech would like to hear about it. Please send your complaint as soon as possible (and as fully described as possible) to ... Xeroz.tech will handle your complaint as quickly as possible, no later than fourteen days after receiving it.

