



Credible Host is a brand of Credible Brands · Harare, Zimbabwe · credible.host

LEGAL DOCUMENT

Terms of Service

Agreement for hosting, domain, email and related services

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EFFECTIVE DATE	27 October 2026
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ISSUED BY	Credible Brands (Credible Host)
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CONTACT	support@credible.host · +263 772 519 128
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DOCUMENT CONTROL

Document	Terms of Service
Reference	CH-LEG-001
Version	1.0
Effective date	27 October 2026
Issued by	Credible Brands (trading as Credible Host), Harare, Zimbabwe
Official version	The version published at credible.host/legal prevails over any printed or downloaded copy.

These terms set out how you can use our web hosting, domain, email, VPS and related services, how billing works, and what each of us is responsible for. Please read them before placing an order. By creating an account or using our services you agree to them.

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1. About these terms

- 1.1 Credible Host is operated by **Credible Brands**, a company registered in Zimbabwe and based in Harare ("Credible Host", "we", "us", "our"). "You" means the person or organisation that holds the client account.
- 1.2 Your agreement with us is made up of these Terms of Service and the following policies, which form part of them:
 - Acceptable Use Policy: what you may and may not do with our services;
 - Refund Policy: when refunds are available;
 - Privacy Policy: how we handle your personal information;
 - Data Processing Agreement: how we process personal data you store on our services;
 - Service Level Agreement: our uptime commitment, support response times and service credits;
 - ZISPA Terms: additional rules for .co.zw and other .zw domains; and
 - the plan details, prices and any special terms shown on your order.
- 1.3 If these Terms and a policy conflict, the more specific document applies to that subject. The Data Processing Agreement always prevails on the processing of personal data.
- 1.4 You accept these terms when you create an account, place an order or use any of our services.

2. Your account

- 2.1 You must be at least 18 years old, or be acting for a registered organisation, to open an account.
- 2.2 You must give us accurate and complete details, and update them in the client area within 7 days of any change. We may ask you to verify your identity or payment details, and may refuse or cancel an order if you cannot.
- 2.3 You are responsible for keeping your passwords secure and for all activity on your account. We strongly recommend turning on two-factor authentication.
- 2.4 Tell us straight away at support@credible.host if you suspect unauthorised access to your account.
- 2.5 Only the account holder, or a contact they have authorised in the client area, may request changes to services, transfers or cancellations.

3. Orders and activation

- 3.1 An order is accepted when we activate the service, normally automatically once payment is received. Some services, such as VPS and domain transfers, may take longer to set up.

- 3.2 We may decline an order, for example where we suspect fraud, the details provided are incomplete, or the order would breach our Acceptable Use Policy.
- 3.3 Where we offer a free hosting trial, it lasts **5 days**, with the limits shown on the order page. At the end of the trial the service is suspended unless you upgrade to a paid plan, and its data is then deleted.
- 3.4 Prices are shown on our website and in the client area at the time of ordering. Promotional prices apply only to the first billing period unless the offer says otherwise.

4. Billing and payment

- 4.1 Services are paid in advance for the billing period you choose (for example monthly or annually).
- 4.2 We bill in **US dollars (USD)** or **Zimbabwe Gold (ZiG)**. Where you pay in ZiG, the amount is based on the exchange rate applied when the invoice is issued.
- 4.3 You can pay by EcoCash and other mobile money, Pesepay, Paynow, card or bank transfer, through the options shown on your invoice. Bank and payment provider charges are your responsibility.
- 4.4 Services renew automatically. A renewal invoice is issued **7 days before** the due date, and we send a reminder before it falls due. You are responsible for paying it on time, even if you did not receive the email.
- 4.5 We may change our prices. We will give you at least **30 days' notice** of any increase, which applies from your next renewal. Domain prices may change at shorter notice where a registry changes its fees.
- 4.6 Any applicable taxes will be shown on your invoice.
- 4.7 If you dispute a payment with your bank or card provider (a chargeback) without first contacting us, we may suspend your account until the matter is resolved.

5. Late payment, suspension and termination

When	What happens
7 days before due date	Renewal invoice issued and emailed to you.
Due date	Payment is due. Reminders continue until the invoice is paid.
1 day after due date	Unpaid hosting, email and VPS services are suspended . Websites and mailboxes stop working, but your data is kept.
20 days after due date	Unpaid services are terminated and their data is permanently deleted. It cannot be recovered.

Paying the overdue invoice before termination reactivates a suspended service, usually automatically. Domain names that are not renewed by their expiry date are handled as described in section 7.

6. Cancellations and refunds

- 6.1 You can cancel any service at any time from the client area, effective immediately or at the end of the current billing period.
- 6.2 Shared, web and VPS hosting plans come with a **7-day money-back guarantee**, subject to the conditions in our Refund Policy.
- 6.3 Outside the guarantee, fees already paid are not refunded for the rest of a billing period, unless the law or our Refund Policy says otherwise.
- 6.4 Domain registration, renewal and transfer fees, SSL certificates and other add-ons are **non-refundable** once processed.
- 6.5 Refunds are not available where an account is terminated for a breach of these Terms or the Acceptable Use Policy.

7. Domain names

- 7.1 **Registries.** We register domains on your behalf with the relevant registry: ZISPA for .co.zw and other .zw domains, and through our accredited registrar partners for international domains such as .com, .net and .org. Each registry's rules apply to your domain, including the ZISPA Terms and ICANN policies.
- 7.2 **Ownership.** The person or organisation named as the registrant is the holder of the domain. Make sure this is you or your organisation, not a web designer or staff member.
- 7.3 **No guarantee.** Domains are registered on a first-come, first-served basis. Registration is not confirmed until the registry accepts it, and does not give you any right to a name that infringes someone else's rights.
- 7.4 **Accurate details.** Registries require accurate registrant contact details. Inaccurate details, or failing to respond to a verification request, can lead to the domain being suspended or cancelled.
- 7.5 **Renewal.** You are responsible for renewing your domains before they expire. After expiry a domain stops working, and recovering it may incur a redemption fee set by the registry. A domain that is not renewed in time may be released and registered by someone else.
- 7.6 **Transfers.** You may transfer a domain to another provider by requesting its authorisation code, provided the account is in good standing. Registry rules may prevent transfers for a period, for example 60 days after registration or a change of registrant.
- 7.7 **Disputes.** Disputes over a domain are handled under the relevant registry's dispute policy. We will follow lawful orders from registries, courts and regulators.

8. Hosting, email and VPS

- 8.1 **Plan limits.** Each plan includes the disk space, bandwidth, email accounts and server resources shown on its plan page. If your usage regularly exceeds these limits or affects other customers, we will ask you to reduce it or upgrade, as set out in the Acceptable Use Policy.
- 8.2 **Your software.** You are responsible for the websites, applications, plugins and themes you install, including keeping them updated and secure. Out-of-date software is the most common cause of hacked websites.
- 8.3 **Server choices.** We choose the servers, IP addresses and software used to provide shared services, and may change them to maintain performance or security. We will give notice where a change requires action from you.
- 8.4 **Email.** Email services are subject to sending limits to protect our servers' reputation. Bulk or marketing email must follow the Acceptable Use Policy and must only be sent to people who have agreed to receive it.
- 8.5 **VPS.** VPS plans give you administrator (root) access. Unless you have ordered a managed service, you are responsible for the operating system, its security, updates and configuration.
- 8.6 **SSL certificates.** Free SSL certificates are issued through third-party certificate authorities and renew automatically while your domain points to our servers. Paid certificates are subject to the issuing authority's terms.
- 8.7 **Web design and development.** Hosting does not include designing, building or fixing your website, unless you have ordered that as a separate service.

9. Backups

We keep backups of your data **only if you subscribe to a Credible Host backup plan.** Without a backup plan, you are responsible for keeping your own copies of your website, databases and email.

- 9.2 Every hosting account includes self-service backup tools in the control panel, which you can use to download copies of your data at any time.
- 9.3 Where you have a backup plan, backups are made and kept as described in that plan, and you can request restores through the client area.
- 9.4 Even with a backup plan, we recommend keeping your own copy of important data. No backup system is guaranteed against every failure.

10. Acceptable use

- 10.1 You must use our services lawfully and in line with our Acceptable Use Policy. Prohibited uses include spam, phishing, malware, fraud, copyright infringement, attacks on other systems, and any content involving the sexual exploitation of children.

- 10.2 If you are a reseller, you are responsible for making sure your own customers follow these Terms and the Acceptable Use Policy.
- 10.3 Where a service is being used for serious abuse, or threatens the security of our network or other customers, we may suspend it immediately without notice. In other cases we will contact you first and give you a reasonable time to fix the problem.
- 10.4 We may cooperate with law enforcement, regulators and other providers in investigating abuse, and remove or disable content where required by law.

11. Availability and maintenance

- 11.1 We work to keep our services available at all times, but cannot guarantee they will be uninterrupted or error-free. Our uptime commitment, support response times and service credits are set out in our Service Level Agreement.
- 11.2 We carry out scheduled maintenance outside business hours where possible, and give advance notice of maintenance that is expected to cause noticeable downtime. Urgent security work may be done without notice.
- 11.3 We are not responsible for interruptions caused by things outside our reasonable control, such as power or internet backbone failures, actions of registries or upstream providers, attacks on our network, or natural disasters.

12. Your content

- 12.1 You keep all rights in the websites, files, email and other content you store on our services. You give us only the permission we need to host, transmit and back up that content to provide the services.
- 12.2 You confirm that you have the right to use and publish your content, and that it does not infringe anyone else's rights or break the law.
- 12.3 Our website, client area, logos and materials belong to Credible Brands or its licensors and may not be copied without permission.

13. Privacy and data protection

- 13.1 We handle your account and billing information as described in our Privacy Policy.
- 13.2 For personal data you store on our services, such as your customers' details, you are the data controller and we are your data processor. Our Data Processing Agreement applies and sets out our obligations under the Cyber and Data Protection Act [Chapter 12:07].

14. Ending the agreement

- 14.1 You may end the agreement by cancelling all your services and closing your account in the client area.
- 14.2 We may suspend or terminate your services if you seriously or repeatedly breach these Terms or the Acceptable Use Policy, do not pay, provide false details, or behave

abusively towards our staff.

- 14.3 We may stop offering a service on at least 60 days' notice. In that case we will help you move to an alternative plan, or refund any prepaid fees for the unused period.
- 14.4 When a service ends, its data is deleted as described in section 5 and in the Data Processing Agreement. Please download anything you need before cancelling.

15. Liability

- 15.1 We provide our services with reasonable care and skill. Apart from what is stated in these Terms, the services are provided without other warranties, to the extent the law allows.
- 15.2 We are not liable for indirect or consequential losses, such as loss of profits, revenue, business or goodwill, or for loss of data where you did not have a backup plan.
- 15.3 Our total liability to you in any 12-month period is limited to the fees you paid us for the affected service in that period.
- 15.4 Nothing in these Terms limits liability that cannot be limited by law, including for fraud.

16. Indemnity

You agree to compensate us for any claims, losses and reasonable legal costs arising from your content, your use of the services in breach of these Terms or the law, or a claim that a domain you registered infringes someone else's rights.

17. Changes to these terms

We may update these Terms from time to time. We will publish the new version on this page and, for significant changes, notify active customers by email at least 30 days before they take effect. If you do not agree to the changes, you may cancel your services before they take effect.

18. Governing law and disputes

- 18.1 These Terms are governed by the laws of the Republic of Zimbabwe.
- 18.2 If you have a complaint, please raise a support ticket first so we can try to resolve it. If we cannot resolve a dispute within 30 days, either of us may refer it to the courts of Zimbabwe.
- 18.3 If any part of these Terms is found to be invalid, the rest remains in force. Our not enforcing a term straight away does not mean we have given up the right to do so.
- 18.4 We may send notices to the email address on your account. Notices to us should be sent through a support ticket or by email.

19. Contact us

Support	support@credible.host
Billing	accounts@credible.host
Phone	+263 772 519 128
Data protection	dpo@crediblebrands.co.zw

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