CEOHOST
www.ceohost.in

Terms of Service

Last Updated: July 10, 2026

1. Introduction & Acceptance

The following Terms of Service ("TOS," "Terms," or "Agreement") govern your use of the website and all services, features, and content provided by Ceohost ("Ceohost," "we," "us," "our"), operating at www.ceohost.in. Ceohost is currently an independently operated hosting brand and is not registered as a separate corporate entity; all references to "Ceohost" in this Agreement refer to the www.ceohost.in hosting service and its operating team.

By purchasing, registering for, or using one or more Services from Ceohost, you confirm that you have read, understood, and agreed to be bound by this Agreement. The latest version of this TOS is always published on our website, and it is your responsibility to review it before purchasing any Service.

These Terms apply to all Services offered by Ceohost for the entire duration of your subscription, including any renewal term. You agree to use only properly licensed and legally obtained third-party software in connection with our Services. Ceohost reserves the right to suspend or cancel a customer's access to any or all Services at any time where an account is found to be used inappropriately or illegally.

This Agreement applies to all service categories offered by Ceohost, including but not limited to Shared Hosting, WordPress Hosting, Reseller Hosting, VPS Hosting, Cloud Hosting, Dedicated Servers, and Domain Registration.

2. Eligibility & Account Registration

- You must be at least 18 years of age, or hold parental/guardian consent, to register an account with Ceohost.
- You agree to provide accurate, current, and complete information at the time of registration and to keep it updated.
- You are solely responsible for maintaining the confidentiality of your account login credentials and for all activity that occurs under your account.
- Ceohost reserves the right to refuse service, close accounts, or cancel orders at its sole discretion, particularly where fraudulent, incomplete, or suspicious information is provided.

3. KYC (Know Your Customer) Requirements – Indian Compliance

As per applicable Government of India cybersecurity guidance (CERT-In directions and the Information Technology Act, 2000):

- **Mandatory KYC:** Customers purchasing Indian-datacenter VPS, Dedicated Servers, or Cloud Hosting services may be required to complete KYC verification.
- **Accepted Documents:** Valid government-issued proof of identity such as Aadhaar Card, PAN Card, Passport, Voter ID, or Driving Licence. Business customers may additionally be asked for

incorporation/authorization documents where applicable.

- **Verification Timeline:** KYC, where requested, should be completed within 48 hours of service activation. Failure to submit valid documents within this window may result in suspension of the account.
- **Non-Compliance:** Accounts that fail to complete requested KYC may be suspended or terminated without refund, as this is treated as a compliance requirement rather than a standard cancellation.
- **Data Handling:** All KYC documents are stored securely and used strictly for verification/compliance purposes. See our Privacy Policy for further details.

4. Abuse of Resources & Account Verification

To protect the integrity of our servers and network, Ceohost may conduct a verification process on any account and request supporting identity information. Where a customer fails to provide requested verification information, the associated account may be cancelled without refund.

- **Brand/Trademark Misuse:** Customers may not register hosting or domain services using the name of a well-known brand or company they are not authorized to represent. Doing so may result in immediate cancellation without refund, due to the copyright, trademark, and phishing risk it creates.
- **Domain Changes:** A hosting account may have its primary associated domain changed a maximum of 3 times within any 12-month period.
- **Phishing & Copyright Infringement:** Websites found hosting phishing pages or infringing copyrighted material are strictly prohibited and will be suspended/terminated immediately without refund.
- **Adult Content:** Adult content websites are only permitted on VPS or Dedicated Server plans, and may require an additional dedicated IP address. Adult content is not permitted on Shared or Reseller Hosting.
- **Heavy Media/Streaming Content:** Websites primarily designed to host or distribute large media downloads (movies, large audio/video libraries) at a scale disproportionate to a normal website are best suited to VPS or Dedicated Server plans, and may be asked to upgrade if they materially affect shared server performance.
- **CPU/RAM Abuse:** Excessive or abnormal CPU/RAM consumption relative to your plan, sustained over time, may result in an optimization request or, in severe/repeated cases, suspension.
- **Spam & Bulk Email:** Sending unsolicited bulk email or using email as file storage is prohibited. Indicative limits: up to 20 emails/hour and 50 emails/day per mailbox, with mailbox size limits depending on plan.
- **Cron Jobs & Long Queries:** Cron jobs should not run at intervals shorter than 15 minutes. Database queries running longer than 30 seconds repeatedly may be flagged for review.
- **Unauthorized Reselling:** Shared Hosting, WordPress Hosting, VPS, Cloud, and Dedicated Server plans are licensed for the account holder's own website(s)/business use. Using these plans to resell hosting space, sub-accounts, or server resources to third parties is not permitted unless you have specifically purchased a Reseller Hosting plan. Accounts found unofficially reselling on non-Reseller plans may be asked to upgrade to an appropriate Reseller plan or may have the account suspended.

5. Our "Unlimited" Hosting Promise – What It Actually Means

Unlike many hosting providers who advertise "unlimited" storage while quietly capping it in the fine print, Ceohost's Unlimited Hosting plans provide genuinely unlimited website storage for normal website usage (site files, media used on your website, databases, and email attachments related to your business) — up to a strong fair-use threshold of **300GB** per account.

Beyond 300GB: If an account's genuine, website-related storage usage exceeds 300GB, Ceohost will not suspend the account outright. Instead, additional storage will be offered as a simple paid add-on at **Rs. 20 per additional 5GB per month**, so genuinely heavy, legitimate users can keep growing without losing service.

Pricing May Change: The Rs. 20 per 5GB add-on rate, like all Ceohost pricing, may be revised at any time based on infrastructure and operating costs. Whenever any plan's pricing changes, existing/active customers on that plan will always be informed in advance via email and/or a website notification before the revised pricing takes effect on their account. See Section 5.1 (Pricing Changes & Notification Policy) for full details.

5.1 Pricing Changes & Notification Policy (Applies to All Plans)

Ceohost reserves the right to revise pricing for any plan, add-on, or service at any time, for reasons including but not limited to changes in infrastructure cost, third-party licensing cost, or general business requirements.

- Whenever the price of a plan or add-on that an existing, active customer is subscribed to changes, Ceohost will inform that customer in advance, via email to the address on file and/or a notification on the client portal/website.
- Price changes will generally take effect from the customer's next renewal or billing cycle following such notice, not retroactively on an already-paid cycle.
- New customers signing up after a price change will be billed at the currently published rate at the time of purchase.

6. Reseller Hosting – Supreme Plan Terms

The Reseller Supreme plan includes a defined number of cPanel hosting accounts and a defined storage allocation as part of its base package, as listed on our pricing page at the time of purchase.

- **Extra cPanel Accounts:** Once a reseller account exceeds the number of cPanel accounts included in the Supreme plan, additional cPanel accounts may be added at the applicable per-account rate published on our website.
- **Extra Storage:** Similarly, if total storage usage across a reseller's client accounts exceeds the plan's base storage allocation, additional storage may be added in blocks at the applicable rate (see Section 5 for the standard Rs. 20 per 5GB reference rate and the 300GB fair-use threshold, subject to review for reseller-scale usage).
- **Charges May Change Over Time:** Extra cPanel account charges and extra storage charges may be revised by Ceohost from time to time based on infrastructure and operating costs.
- **Advance Notice to Existing Clients:** Ceohost will always inform existing/active reseller clients in advance of any change to extra cPanel or extra storage charges before such changes take effect on their account. Rates already agreed for the customer's current billing cycle will not be changed retroactively.

7. Backup Policy

- **Free Backup:** Ceohost provides complimentary periodic backups of website files, databases, and configurations as a courtesy service, subject to plan-specific retention windows described on our website/knowledge base.
- **Customer Responsibility:** Regardless of the free backup service, customers are strongly advised to maintain independent backups (local copies, third-party backup tools, or manual downloads) of all critical data.
- **Post-Termination:** Upon account suspension or termination, backup data will be deleted within a reasonable period after closure. No backup data will be released after account closure.
- **Liability:** Ceohost is not liable for data loss due to hardware failure, software corruption, human error, cyberattack, or any other cause, whether or not backups were taken, except as separately guaranteed under a paid backup add-on service.

8. Resource Consumption Limits (CPU / RAM / I/O / Inodes)

- **CPU:** Sustained high CPU usage disproportionate to your plan may be treated as resource abuse and flagged for optimization.
- **RAM:** Accounts consistently exceeding allocated RAM limits will be flagged for optimization or upgrade recommendations.
- **Disk I/O:** High input/output operations impacting shared server performance may trigger automatic throttling, optimization requests, or, in repeated cases, suspension.
- **Inodes:** A maximum file-count (inode) limit applies per account on standard shared/reseller plans to preserve filesystem performance for all customers.
- **Enforcement:** Accounts are monitored on an ongoing basis. Where limits are exceeded, customers will typically receive advance notice (generally 48 hours) to optimize usage before further action is taken.

9. Prohibited Content & Activities

Ceohost reserves the right to refuse service and/or access to its servers to anyone. Our Services must be used only for lawful purposes. The following categories of content and activity are strictly prohibited on all Ceohost services (see our separate Acceptable Use Policy for the complete list and enforcement process):

- Open proxies, bots, spam-bots, mail bombers, port/IP scanners, mail-harvesting or brute-force scripts
- Using disk space purely as secondary/offline file storage unrelated to an active website
- Illegal sale of pharmaceuticals, drugs, weapons, or explosives
- Unauthorized bulk SMS gateways, malware, warez, or phishing kits
- IRC hosting/bots, autobots, pirated software, game ROMs/emulators, or cracked/nulled themes and plugins
- Hacking tools, password-cracking utilities, or IP spoofing
- Human trafficking content, child sexual abuse material, or any content sexualizing minors — treated with zero tolerance and reported to authorities where required by law
- Non-consensual or illegal pornography, and adult content outside the plans permitted under Section 5

- Unauthorized streaming or broadcasting of copyrighted live events, or distribution of pirated software, music, or media
- Content that defames any individual, religion, community, or organization, or otherwise violates applicable Indian law

Violation of this section results in immediate suspension or termination without refund, and may be reported to the appropriate law-enforcement authority where legally required.

10. Games Hosting Policy

Hosting of online games, game servers, or game-related backend services is not permitted on Shared or Reseller Hosting plans. Accounts found running game servers on these plans may be suspended without prior notice. Customers wishing to host games should choose a VPS or Dedicated Server plan, which are designed for this type of workload.

11. Database Usage Policy

Databases hosted with Ceohost must be accessed and used from the corresponding Ceohost web server/application only. We do not support using our database services as a standalone backend for external applications, desktop software, or remote database connections from other hosting providers; customers with such requirements should contact our sales team for a custom solution.

If a website's script or database queries are found to be poorly optimized or excessively resource-intensive, the relevant process may be stopped and the customer notified by email. Normal operation will be restored once the issue is fixed and reviewed by our technical team.

12. Domain Policy & Payments

- **No Refund After Registration:** Once a domain name is registered or activated, it is non-refundable, in line with registry policies.
- **Domain / Trademark Infringement:** You may not register a domain name that is confusingly similar to a trademarked name or an existing brand offering similar products/services (for example, a domain closely imitating a well-known company name). Domains found in violation may be suspended, with no refund.
- **Renewal Reminders:** We send renewal reminders ahead of a domain's expiry date; however, Ceohost is not responsible for failure or delay in renewal caused by factors outside our control. Once renewed, domain fees are non-refundable.
- **Domain Shown Available But Not Activatable:** Occasionally, due to registrar/API issues, a domain may appear available at checkout but cannot actually be activated after payment. In such cases, the customer may either (a) provide an alternate domain name of the same extension for activation at no extra cost, or (b) receive a full refund of the amount paid for that domain within a reasonable period.
- **Premium/Special-Character Domains:** Ceohost does not sell premium domain names, and does not support domains containing special/non-standard characters.

13. Affiliate Program Terms & Conditions

Customers and partners may join the Ceohost Affiliate Program to earn commissions for referring new paying customers. By joining, you agree to the following terms:

- **Eligible Products:** Commission applies to standard hosting products (Shared, WordPress, Cloud, Reseller Hosting). Domain registrations, VPS, Dedicated Servers, SSL certificates, and business email add-ons are generally excluded unless stated otherwise on the affiliate program page.
- **New Clients Only:** Commission is payable only for genuinely new customers referred by the affiliate. Orders placed by existing Ceohost customers through an affiliate link are not eligible.
- **Commission Rate:** Affiliates earn a **flat 20% commission** on the order value of eligible products, excluding taxes, payment-gateway fees, cancelled orders, and terminated accounts.
- **Payout Threshold & Cycle:** Payouts are processed once an affiliate's balance reaches the minimum payout threshold published on our affiliate page, via UPI, bank transfer, or other supported method.
- **Validity Window:** Unpaid affiliate balances that do not reach the minimum threshold within a reasonable validity period (as published on the affiliate page) may expire.
- **Link Integrity:** Affiliates are responsible for ensuring their tracking links work correctly. Commission will not be paid for tracking failures caused by broken, edited, or tampered referral links.
- **Fraud & Misuse:** Any false advertising, misleading claims, or suspected fraudulent referral activity will result in immediate deactivation of the affiliate account and forfeiture of pending commissions.
- **Termination:** Ceohost may deactivate any affiliate account at its discretion, without prior notice, for violation of these terms. Discontinuing affiliate activity simply requires removing your referral links; account records are retained for accounting purposes.

14. Payment, Billing & Late Payment Policy

- Services are billed in advance according to the billing cycle selected at checkout (monthly, annual, or custom).
- **Suspension:** Unpaid invoices may result in suspension of the hosting account on the due date.
- **Termination:** If dues remain unpaid, the account (and all associated data) may be terminated approximately 10 days after suspension. Terminated account data is not recoverable and, if reactivated later, will be treated as a new account.
- **Outstanding Balances:** New orders or package upgrades will not be activated for customers with an outstanding unpaid balance.
- **Monthly Plan Renewals:** Monthly hosting customers should renew on or before the due date; a grace window of approximately 10 days is provided post-expiry, after which Ceohost is not responsible for website data loss. If a renewal is paid after suspension, the service period is counted from the original invoice date, not the payment date — we recommend yearly plans to avoid this situation.
- **Third-Party Email Services (e.g., Google Workspace/Business Email):** Renewal payment for these services should be made at least 10 days before the due date, as third-party licensing must be pre-paid by Ceohost on your behalf; such services may be paused a few days ahead of the due date if unpaid.
- All fees are exclusive of applicable taxes (including GST under Indian law) unless explicitly stated otherwise on the invoice.

14.1 Introductory Pricing, Discounts & Trial Abuse Policy

From time to time, Ceohost may offer introductory/first-term pricing, discount codes, or free trials on select plans. These offers are intended for genuinely new customers and are limited to **one per customer,**

household, billing address, and payment method.

- Ceohost may verify eligibility for any introductory offer, discount, or trial, and may decline, cancel, or reverse the discounted pricing where multiple accounts are created by the same individual/entity (including via different email addresses) to repeatedly claim the same offer.
- Accounts found misusing introductory pricing or trial offers in this manner may be billed the difference up to the standard renewal rate, and/or may have the relevant services suspended.
- Genuine returning customers are welcome to take advantage of current published offers available to all customers at that time.

14.2 Chargebacks

If you have a billing concern or dispute, we ask that you contact our billing team at billing@ceohost.in first so we can resolve it directly — most issues can be sorted out quickly this way.

- Initiating a chargeback or payment dispute with your bank, card issuer, or payment gateway **without first contacting Ceohost support** may result in immediate suspension of all services associated with your account, pending resolution.
- A chargeback filed for services already delivered/active (e.g., a live hosting account that has been in use) may be contested by Ceohost with the payment provider, along with evidence of service delivery.
- Repeated or fraudulent chargebacks may result in permanent termination of the account and forfeiture of any pending refund, affiliate balance, or service credit, and may be reported as fraudulent activity where applicable.
- Any bank/gateway chargeback fee charged to Ceohost as a result of a disputed transaction may be added to the customer's outstanding balance.

15. Server Uptime Disclaimer (see also our separate SLA & Uptime Policy)

Ceohost performs periodic server, software, and infrastructure upgrades, which may require temporary service downtime. Where possible, customers will be notified in advance of planned maintenance; however, in certain maintenance or emergency situations advance notice may not be feasible. Ceohost is not liable for delays or failures caused by circumstances beyond its reasonable control, including but not limited to government action, natural disasters, war, strikes, power failures, telecommunication or DNS-propagation delays, or third-party software/hardware failure.

Our specific uptime guarantee, service credits, and monitoring commitments are set out in our dedicated SLA & Uptime Policy, which should be read together with this section.

Our Commitment in Rare Downtime Situations: While no infrastructure can be 100% immune to failure, Ceohost's team always works to keep disruption to the absolute minimum and to restore service as quickly as possible. In the rare event of an unplanned outage, our priority is transparent communication and fast resolution — not just meeting a number on paper.

15.1 Server Migration, IP Address & Location Changes

As a normal course of business — for maintenance, capacity planning, performance optimization, security, or infrastructure upgrades — Ceohost may need to migrate a customer's website or service from one

server to another, including servers in a different location/datacenter. This may result in a change to the IP address(es) assigned to your account, even on plans with a dedicated IP.

- Ceohost does not warrant that any customer will be able to consistently retain the same IP address for the lifetime of their service.
- Where practical, Ceohost will make reasonable efforts to inform affected customers of significant server or IP address changes; however, in urgent, security-related, or emergency situations, such changes may be made without prior notice to protect the stability and security of our network.
- Ownership and control of any IP address assigned to a customer's account remains with Ceohost at all times, for use only in connection with the Services.

15.2 India Hosting – Datacenter Commitment

Our "India Hosting" plans are designed to serve customer websites from Indian datacenter infrastructure as the standard and default arrangement.

- In rare, temporary situations — such as an unexpected technical issue, infrastructure emergency, or datacenter-level disruption affecting our Indian servers — Ceohost may, solely to keep a customer's website online, temporarily route or host the affected account from a server in another location until the Indian infrastructure issue is resolved.
- Such temporary rerouting is an exception made to preserve uptime during an emergency, and does not change the fundamental nature of the India Hosting plan, to which service is restored on Indian infrastructure as soon as reasonably possible.
- This clause does not apply to the customer's ordinary, day-to-day experience of the plan, which remains India-datacenter hosting as advertised.

16. Third-Party Software, Licensing & Control Panel Changes

Ceohost does not provide configuration or troubleshooting support for third-party webmail or productivity services such as Google Workspace, Microsoft Outlook, or Zoho Mail, nor for custom scripts/code that a customer has sourced elsewhere; where a script works on another host but not on ours, the customer's developer/code provider should be engaged to resolve compatibility.

Pricing for services bundled with third-party licensed software (such as Softaculous, CloudLinux, LiteSpeed, cPanel, or Plesk) may increase or decrease at renewal if the underlying licensing cost from the third party changes. Ceohost also reserves the right to change the control panel or associated software offered with any plan at its discretion.

17. Account Suspension & Termination

Ceohost may suspend or terminate any account, without refund, where:

- These Terms, our Acceptable Use Policy, or applicable law is violated;
- Requested KYC, OTP, or identity verification is not completed;
- Payment remains overdue beyond the specified grace period;
- The account poses a security, legal, or operational risk to our infrastructure or other customers.

18. Cancellation by Customer

You may cancel your hosting service at any time by submitting a cancellation request through your client portal or by emailing our support team at least 3 days before your next renewal date, to avoid being billed for the next cycle. Refund eligibility for cancellations is governed separately by our Refund Policy.

19. Data Portability on Account Closure

Upon request submitted before account closure, Ceohost will make reasonable efforts to provide you with a downloadable copy of your website files and databases, where technically feasible, within the applicable data-retention window described in our Backup Policy. Requests made after the retention window has passed and data has been purged cannot be fulfilled.

20. Intellectual Property

All trademarks, content, source code, and branding on the Ceohost website and platform remain the property of Ceohost or its licensors. Reproduction, resale, or unauthorized use of this material is prohibited without prior written consent.

21. Copyright Complaints & Takedown Process

If you believe content hosted on Ceohost infringes your copyright, please send a written notice to abuse@ceohost.in including: (a) identification of the copyrighted work, (b) the URL/location of the allegedly infringing material, (c) your contact details, and (d) a statement of good-faith belief that the use is unauthorized. We will review valid notices and may remove or disable access to the material and notify the affected customer, who may submit a counter-notice as per applicable law.

22. Limitation of Liability

To the maximum extent permitted by applicable law, Ceohost shall not be liable for indirect, incidental, special, or consequential damages — including loss of profits, business, or data — arising from use of, or inability to use, our Services.

Liability Cap: To the extent any liability is found to apply despite the above, Ceohost's total aggregate liability to you for any and all claims arising out of or relating to the Services, however arising, shall not exceed the total amount actually paid by you to Ceohost for the specific Service giving rise to the claim in the 12 months immediately preceding the event giving rise to the claim.

No Business/SEO Outcome Guarantee: Ceohost does not guarantee any specific business outcome, including but not limited to website traffic, search engine rankings, sales, conversions, or revenue. Ceohost is not liable for any perceived or actual impact on your search engine rankings, marketing performance, or business results arising from use of our Services, except where directly caused by a documented failure of Ceohost to meet its published SLA commitments.

23. Indemnification

You agree to indemnify and hold harmless Ceohost and its team from any claims, liabilities, damages, or expenses arising out of your use of the Services, your content, or your violation of these Terms.

24. Refusal of Service & Policy Changes

Ceohost reserves the right to refuse, cancel, or suspend service at its sole discretion. Ceohost also reserves the right to modify or change these Terms at any time; all customers are bound by the most recent version published on our website, and continued use of the Services after a change constitutes acceptance of the updated Terms.

24.1 Renewal & Future Pricing

Ceohost reserves the right to change renewal pricing, add-on pricing, and future pricing for any plan or service at any time, for any commercial or operational reason, at its sole discretion. As set out in Section 5.1, existing active customers will be informed of any such change in advance of it affecting their account, via email and/or a website/portal notification, before the new pricing applies to their next renewal.

24.2 Service Discontinuation & Business Wind-Down

While Ceohost intends to operate on an ongoing, long-term basis, we recognize that, like any business, circumstances beyond our control — commercial, technical, regulatory, or otherwise — could in rare cases require us to discontinue a specific service, product line, or, in an extreme scenario, our overall operations.

- In such an event, Ceohost will make reasonable efforts to notify affected active customers in advance (target: at least 30 days' notice where practically possible) via email and/or a website/portal notification.
- Where reasonably possible, customers will be given an opportunity to export their website files, databases, and email data before the affected service is discontinued, within the notice period provided.
- Where a paid, active service is discontinued by Ceohost (other than for a Terms/Acceptable-Use violation) before the end of a period the customer has already paid for, Ceohost will provide a pro-rated refund for the unused portion of that paid term, unless the customer opts to migrate to an alternative Ceohost plan instead.
- This clause does not create an obligation on Ceohost to continue operating any specific service indefinitely, and is intended solely to ensure customers are treated fairly and given reasonable notice and data-export opportunity in the unlikely event of a service or business wind-down.

25. Dispute Resolution

In the event of any dispute arising out of or relating to this Agreement, both parties agree to first attempt to resolve the matter amicably through good-faith negotiation via our support/escalation channels. If unresolved within 30 days, either party may pursue resolution through the courts as described in Section 27 (Governing Law & Jurisdiction).

26. Severability

If any provision of this Agreement is found to be invalid or unenforceable by a competent authority, that provision shall be limited or eliminated to the minimum extent necessary, and the remaining provisions of this Agreement shall continue in full force and effect.

27. Governing Law & Jurisdiction

This Agreement is governed by the laws of India. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the competent courts having territorial jurisdiction over Ceohost's principal

place of business in India, as applicable at the time of the dispute.

28. Notices

Any legal notice under this Agreement will be considered validly served if sent by email to the customer's registered email address on file, or to support@ceohost.in in the case of notices to Ceohost.

28.1 Assignment

You may not assign, transfer, or sublicense your account, this Agreement, or any rights or obligations under it to any other person or entity without Ceohost's prior written consent. Any attempted assignment without such consent shall be void. Ceohost may assign this Agreement, in whole or in part, in connection with a merger, acquisition, restructuring, or sale of assets, without requiring your consent, provided your service terms are not materially altered as a result.

29. Entire Agreement

This Agreement, together with our Privacy Policy, Refund Policy, Acceptable Use Policy, and SLA & Uptime Policy, constitutes the entire agreement between you and Ceohost regarding the Services, and supersedes any prior agreements or understandings.

30. Contact Us

For questions regarding these Terms of Service, please contact: **legal@ceohost.in** or visit www.ceohost.in/contact.

© 2026 Ceohost. All rights reserved. · www.ceohost.in