MarsVM - Terms of Service

Basic terms for ordering, using, paying for, supporting and terminating MarsVM services.

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These Terms of Service govern the relationship between the MarsVM operator and the user or customer when using the website, customer panel and VM services.

1. Awareness of rules and document relationship

• The user must read this document before using the service. Lack of knowledge of rules, policies or technical limits does not excuse violations.

• MarsVM documents complement each other. If a general policy and a specific document differ, the more specific or stricter rule applies.

• If the user is unsure how a rule applies, they should contact support before running the service or activity.

2. Operator and contact

3. Contract formation and account

• The contract is formed by account creation, service order, plan activation or other confirmed use of the service, whichever occurs first.

• The user must provide accurate and current information and protect access credentials to their account.

• MarsVM may refuse or cancel an account if there is suspected abuse, rule circumvention, false information or a security risk.

4. Services and technical availability

• MarsVM provides virtual servers, a related panel, networking and technical functions according to the current offer on the website.

• Service parameters, limits, prices and availability may differ by plan. Free VM may be limited and may not be guaranteed.

• MarsVM may perform maintenance, updates, migrations and security interventions. Short-term outages or restrictions may occur without prior notice where necessary.

5. Payments, billing and renewal

• The service price is shown on the website or in the order. Payment is due before activation or renewal unless stated otherwise.

• If payment is not made, the service may be suspended, restricted or terminated. Data may be deleted after a reasonable period.

• The user is responsible for correct billing information. Tax documents are issued according to applicable law.

6. Customer responsibility

• The customer is responsible for software, licences, content, data, passwords, security and operation inside their VM.

• The customer must not use the service contrary to law, third-party rights, MarsVM rules or infrastructure stability.

The service operator is MarsVM.

Contact e-mail for support and contractual communication: support@marsvm.com .

• The customer is responsible for backing up their data unless MarsVM expressly provides a paid or contractually confirmed backup service.

7. Restriction, suspension and termination

• MarsVM may restrict, suspend or terminate the service in case of rule violation, security incident, attack, legal request, non-payment or infrastructure risk.

• In urgent cases, MarsVM may intervene without prior notice to protect the network, other customers or comply with legal obligations.

• After service termination, data may be deleted. The user should make their own backup before termination where technically possible.

8. Liability and warranties

• The service is provided in the scope and quality corresponding to the selected plan and current technical capabilities.

• MarsVM is not liable for damage caused by customer misconfiguration, lost passwords, VM content, unlawful use, third-party intervention or an outage outside MarsVM control.

• Nothing in these terms limits consumer rights where the user is a consumer and mandatory law requires such protection.

9. Changes to these terms

MarsVM may update these terms when services, prices, technical rules or legal requirements change. The current version should be available on the MarsVM website.