

Terms of Service



Effective Date: 26.06.2022

These Terms of Service ("Terms") govern your access to and use of the virtual private desktop services ("Service") provided by **Rebel VM** ("we", "us", or "our") via www.rebel-vm.cloud. By using our Service, you agree to these Terms.

1. Service Description

We provide access to a **private, cloud-hosted Windows 11 virtual desktop** ("Virtual Desktop") as a **Platform-as-a-Service (PaaS)** offering. This desktop environment allows you to install and use your own software, store files, and perform computing tasks remotely from any compatible device.

What is included:

- Provision of a clean Windows 11 virtual machine
- Remote access via a web-based or native RDP client
- Full administrative rights to the virtual desktop
- Infrastructure maintenance, uptime monitoring, and basic provisioning

What is not included:

- **No technical support** for Windows 11 usage or configuration
- **No software licensing or installation assistance** beyond the pre-installed base system
- **No support for file recovery, malware removal, or personal data issues**
- **No responsibility for data management, content moderation, or legal compliance** for what you do inside the virtual desktop

You are solely responsible for the security, legality, and licensing of the software, files, and activities performed on your virtual desktop.

2. User Eligibility

You must be at least 18 years old and legally capable of entering into a binding agreement to use this Service. By registering, you confirm that the information you provide is accurate and complete.

3. Ordering & Provisioning

- Upon successful payment, you will receive two emails:
 - One with the access link to your Virtual Desktop
 - One with a one-time login password
- Provisioning can take up to **48 hours**.
- You are required to change your password after first login.
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4. Acceptable Use

You agree not to use the Virtual Desktop to:

- Violate any applicable law or regulation
- Upload, store, or distribute unlawful, malicious, or infringing content
- Install unlicensed software
- Engage in hacking, phishing, or abuse of computing resources
- Host services (e.g., websites or servers) not permitted by us

Violation of this clause may lead to suspension or termination of your account without refund.

5. Customer Responsibility

- You are responsible for all activity on your virtual desktop.
- You must maintain the security of your login credentials.
- We are **not responsible for any content, software, or data** you install or store on your virtual desktop.
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6. Data & Backups

We do **not guarantee data backup** unless explicitly stated. You are responsible for backing up your own data.

7. Billing & Payments

- All services must be paid in advance via **Stripe**.
- Subscriptions may be billed monthly or yearly depending on the selected plan.
- Late or failed payments may result in suspension of access.
- All fees are **non-refundable**, unless otherwise agreed in writing.
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8. Availability & Downtime

We aim to provide high uptime but do not guarantee uninterrupted availability. Scheduled maintenance or unforeseen issues may result in temporary downtime.

9. Service Level Agreement (SLA)

9.1 Uptime Commitment

We aim to provide **99% availability** of the virtual desktop service on a monthly basis, excluding:

- Planned maintenance (announced in advance)
- Force majeure events (e.g., internet outages, cloud platform failures)
- Downtime caused by customer activity (e.g., software installation errors, misconfigurations)

9.2 Maintenance Windows

Scheduled maintenance may occur with **24 hours' notice**. Access to the service may be limited during this time.

9.3 Support Response Time

We offer limited support via email. You can expect a first response **within 48 hours** (Monday to Friday, excluding public holidays).

9.4 Exclusions

This SLA does not cover:

- Issues caused by third-party software
- Network latency from your local connection
- Customer-side hardware or browser issues
- Data loss or corruption due to user actions

9.5 No Guarantee of Data Recovery

We do not offer backups or data recovery as part of the standard service. Users are responsible for backing up their own data.

10. Termination

We may suspend or terminate your access:

- If you violate these Terms
- For non-payment
- If required by law

You may cancel your service anytime, but no refunds will be issued for unused periods unless required by law.

11. Limitation of Liability

To the maximum extent permitted by law, we are **not liable for any indirect, incidental, or consequential damages**, including data loss, downtime, or profit loss.

Use of the Service is at your own risk. We are **not responsible for how you use the desktop, what you install, or what data you process**.

12. Privacy & GDPR

We process personal data in accordance with our Privacy Policy.

We do **not access your private desktop or stored data**, except as required for technical support or legal compliance.

13. Modifications to Terms

We may update these Terms from time to time. If we make material changes, we will notify you by email or through the website. Continued use of the Service constitutes acceptance of the new Terms.

14. Governing Law

These Terms shall be governed by the laws of [Your Country/State], without regard to conflict of law principles.

Contact

For questions about these Terms, contact:

RebelPMInternational Ltd

Email: info@rebel.pm.international.com