

# Terms of Service

Please read these Terms of Service carefully before using the mydebrid.io website (the "Service").

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

## Accounts

When you create an account with us, you must provide us information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms, which may result in immediate termination of your account on the Service.

You agree not to disclose your password to any third party. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account. It is forbidden to provide access to your account to other people.

## Premium membership

By purchasing a premium plan of MyDebrid customer agrees with the creation of a periodical subscription. At the end of the prepaid period, the premium plan customer will be automatically charged for extension of premium plan services for another selected period based on previous customer's purchase. If the charge is not successful for any reason, the system will automatically try to charge again the next day, a maximum of 3 times. If all attempts fail, premium plan services will be canceled. Subscription can be canceled in accounts web settings or by contacting technical support. The periodical subscription creation is not applicable to the Bitcoin payments.

## **Refund Policy**

The customer has a right to request a refund within seven days since purchase if he did not download more than 5 GB of data using MyDebrid services or did not violate anyhow Terms of Service of MyDebrid. Refunds for blocked accounts are not possible.

## **Service**

Provided service is a SaaS (Software As A Service) with its technical infrastructure that gives a download management tool to our customers. No data are stored on our side, we act as a tool to make the process of downloading easier from multiple file hosting services.

To ensure the stability and fairness of the quality of service, a fair use policy is internally implemented.

Service may be used only for lawful purposes. Downloading of any material violating any applicable law or regulation is prohibited. This includes, without limitation, material protected by patent, copyright, trademark, service mark, trade secret or other intellectual property rights.

## **Use Licence**

The Service is offered as is. We always make best effort to resolve any service problems as soon as possible.

We explicitly state that there is no guarantee that any given part of the Service can be supported for the duration of the whole membership. However we always try to improve our Service to achieve the best customer experience.

List of prohibited actions:

- I. Use downloaded materials for any commercial purpose
- II. Downloading of content which is copyright-protected or illegal in any other way
- III. Usage of any dedicated server hosting or other infrastructure to access the Service
- IV. Providing credentials of your account to other people

## **Governing Law**

These Terms shall be governed and construed in accordance with the laws of Czechia, without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service, and supersede and replace any prior agreements we might have between us regarding the Service.

## **Changes**

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 15 days notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

## **Fair use policy**

To avoid leechers, bots and account sharers from abusing our services. Some of the users tend to overuse the resources to an extent which can impair the experience of other our users. Though we offer unmetered global filehost traffic, after a certain sustained heavy usage from a user, we tend to prioritize premium traffic for other users. This practice helps to optimize overall network performance and maintain a quality service experience for as many customers as possible.

## **Contact Us**

If you have any questions about these Terms, please feel free to contact us.