



### **Service**

Hosting, Domain names, and extra services or third-party products ordered from Websupport.

### **Service Provider**

Websupport (Loopia AB)  
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Sweden  
Org.nr: 556633-9304  
www.Websupport.com

### **Contact**

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## **Contract summary**

- This contract summary provides the main elements of this service offer as required by EU law.<sup>1</sup>
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents located at <https://www.websupport.se/en/about-websupport/terms-and-conditions/>.

### **Services**

The service can, depending on the customer's order, include one or more of the following services:

- [Hosting](#) that offers space for your web services on a server shared with other customers,
- [Domain names](#) that refers to the www-address for your website or other web services,
- Extra services or third-party services ordered via Websupport.

The content of the service is specified in a separate order confirmation/invoice.

Domain names are registered in the Customer's name and the Customer is the holder of the domain. However, Websupport reserves the right to serve as administrative, technical, and/or invoicing contact for any domain name to the extent Websupport deems necessary.

### **Price**

Fees for the Service shall be paid in advance against the invoice. Payment shall be made not later than 30 days after the invoice date and before the Service expires.

Any change of fees may only enter into force in conjunction with a new subscription period. In order for any increase in fees to be valid, the Customer must be given written notice at least 30 days in advance by email, by post, or through information provided on Websupport's website.

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).



Temporary promotional prices shall not affect fees for ongoing services.

### **Duration, renewal and termination**

The Service shall be provided for the period (maximum 24 months) that the customer chooses in connection with the order, starting from the date confirmation have been issued by Websupport. If the Service consists of domain names, the Service ends automatically when the binding period expires, unless the Customer renews the domain name.

Prior to each new contract period, if the Service can and will be renewed by Websupport, Websupport shall send at least one invoice for renewal of the Service. Websupport shall not be responsible for renewing the Service where the Customer fails to pay the invoice for renewal prior to the expiry of the Service and/or the due date of the renewal invoice or fails to make full payment.

The Agreement terminates either through notice of termination or through failure to pay for the coming period. The recommended way of giving notice of termination is by logging in to the Websupport's control panel.

### **Features for end-users with disabilities**

Websupport's services are accessible in accordance with WCAG's AA standard and in accordance with what the user's browser allows. Websupport continuously improves the accessibility of Websupport's services. Any suggestions for improvement can be communicated via e-mail to [support@websupport.se](mailto:support@websupport.se).

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