

SERVICE ORDER (SO)

Special Terms for Papaki-Legacy Services

Last updated: 23 April 2026

This Service Order (“SO”) constitutes an essential and integral part of the Company’s applicable **GENERAL TERMS AND CONDITIONS OF SERVICE** (“GTCs”), as published on the Company’s website, and applies specifically to services designated by the Company as Papaki-Legacy Services or Legacy Services.

The terms of this SO apply supplementarily to the GTCs. In the event of a specific provision or conflict, this SO shall prevail exclusively with respect to the Legacy Services.

Article 1 – Subject matter and scope of application

1.1. For the purposes hereof, “Papaki-Legacy Services” shall mean the Company’s services that were purchased, activated and/or renewed through the Company’s old platform and which continue to be governed by a special technical, operational, administrative and/or commercial regime, in accordance with these Special Terms.

1.2. Legacy Services are not available for new purchase and remain available exclusively for renewal, provided that and for as long as the Company keeps them available.

1.3. Upon completion of the Company’s transition to the new Control Panel, which is scheduled for 25 May 2026, access to and management of all of the Customer’s services shall take place through the Company’s new Control Panel. In the new Control Panel there shall be a special section or relevant field through which the Customer shall have access to its Legacy Services.

1.4. The completion of the transfer of each individual Legacy Service of each Customer to the new Control Panel shall take place at a later time, depending on the Company’s planning and availability. Upon completion of the relevant transfer, the Customer shall be informed by means of a relevant email message.

1.5. Following the above transfer to the new Control Panel of each individual Legacy Service, for such Services only their renewal shall be supported and no other management actions, unless the Company expressly determines otherwise.

1.6. Access to and management of the services through the new Control Panel does not in itself alter the nature of the Legacy Services. The Legacy Services shall continue to be governed by this SO and by their specific limitations, until the completion of their transfer or their replacement by another product or service of the Company.

1.7. This SO applies to the services of the old platform that remain active and/or available only for renewal, including, indicatively, web hosting, email hosting, managed WordPress hosting, reseller hosting, Website Builder (Basekit), Pixida, Semi Dedicated Hosting, SSL, domain names, DNS and other products designated by the Company as Legacy.

1.8. More information regarding the characteristics, limitations and availability of the Legacy Services may be provided on the Company's website, in the Customer's new Control Panel and/or in relevant communication from the Company to the Customer.

Article 2 – Applicable terms

2.1. The following apply to the Legacy Services:

a) this SO,

b) the Company's applicable GTCs from time to time, supplementarily and to the extent that they do not conflict with this SO,

2.2. This SO does not abolish the application of any more specific terms that linked a specific Legacy Service with third-party providers, registries, manufacturers or third-party software, to the extent that such terms remain in force.

Article 3 – Limitation of functionalities and availability

3.1. New purchase is not supported for Legacy Services. Until the completion of the transfer of each Customer, certain management actions, modifications or upgrades may be supported, depending on the specific service and the capabilities of the legacy environment.

3.2. Upon completion of the transfer of each individual Legacy Service of the Customer to the new Control Panel and thereafter, for the Legacy Services only their renewal shall be supported, provided that such services remain available from the Company. After this point in time, the following shall not be supported, unless the Company expressly determines otherwise:

a) product changes,

b) upgrades or downgrades,

c) transfers or modifications

d) functional modifications,

3.3. The Company may limit, modify or discontinue any functionality, management capability or technical characteristic of a Legacy Service, where this is imposed for reasons of security, stability, technical compatibility, discontinuation of support by a third-party provider or commercial policy.

3.4. Customers acknowledge that Legacy Services may not support newer features, automations, integrations, new management methods, migration capabilities, reporting or other functionalities available in corresponding products of the Company's current service environment.

3.5. The Company shall notify the Customer by email of the way in which the Customer may gain access to the management environment of its services (Control Panel), as well as the method of publishing its files on the Internet, the installation of email accounts and the information for the management of its services.

3.6. The Company upgrades at regular intervals installed applications existing on its servers, in order to maintain security levels at the highest possible level and to provide the latest versions, including indicatively Plesk Control Panel, PHP, MySQL, ASP.NET, Perl, Zend, ionCube, etc. It shall constitute the Customer's exclusive obligation, particularly in the event that security incidents arise which jeopardize the reliability of the infrastructure and the availability of the Company's services, to update its websites accordingly, placing particular emphasis on updates related to the security updates of PHP code, MySQL queries, ASP.NET, etc., so that they are compatible with the Company's servers and do not place them at risk. The Company shall not be liable for any loss, damage or moral harm arising from such upgrades, as well as from the Customer's inability or unwillingness to adapt its websites to the upgraded versions of the applications and computer programming languages installed on the Company's servers.

3.7. At regular intervals, the Company takes backup copies of the files and databases of Customers who use hosting services on its servers. Such backups are stored daily up to fourteen (14) days before the current date. In addition, weekly backups are taken on the 15th, 21st and 28th day before the current date. The Company shall bear no responsibility in the event that the backup is not up to date or cannot be used. The Customer is obliged to keep a backup copy of its files and databases. The backup copy kept by the Customer must be downloaded to the Customer's personal computer, or to any other means or environment that the Customer itself considers safe and usable.

3.8. In the event that the Customer requests file recovery, the restore process may alter the content of the site or restore it to a previous version. The Company shall not be liable towards customers and/or users for any damages that may arise from the execution or non-execution of the relevant restore action or from the manner in which the service is provided. The Company also reserves its position as to the time for the provision of backup / restore services in cases of force majeure.

3.9. The Company shall not be liable for any temporary inability of the Customer to access or connect to the Control Panel during the migration process or other related technical actions required for its completion, provided that such inability is of limited duration and is connected with necessary technical, operational or organizational actions of the Company.

Article 4 – Limited support

4.1. Support for the Legacy Services may be limited, both as regards the scope of technical assistance and as regards the available management and restoration functionalities.

4.2. Any support provided on matters that do not relate purely to the basic operation of the service shall be provided at the Company's discretion and shall not constitute an assumption of responsibility for the correctness, completeness or suitability of the relevant instructions.

4.3. The Company may refuse support requests relating to functionalities or technical characteristics that are no longer supported in the legacy environment.

4.4. The Company may, by way of exception, provide support and guidance on matters that do not relate purely to domain name services or website hosting services (additional technical support). The Customer acknowledges that the Company bears no responsibility for the correctness or completeness of such instructions.

Article 5 – Access by the Company for support, checks and requests by authorities

5.1. The Customer acknowledges that the Company may obtain access to files, websites, accounts, settings and other data related to the Legacy Services:

- a) following a request by the Customer for technical support,
- b) when a technical check or security audit, incident investigation or problem remediation is required,
- c) when there is an obligation or lawful request by a competent authority or other public authority,
- d) when this is required to safeguard the integrity of the infrastructure and compliance with applicable law.

5.2. The Company shall not be liable for any restriction of access, temporary suspension of operation or intervention that is necessary in order to carry out the above checks or to comply with legal obligations.

5.3. The Customer confirms that the material it uploads to the server shall be ready and shall not require any additional processing by the Company in order to function.

5.4. Following prosecutorial intervention or a request from the competent Authorities, the Company shall follow lawful procedures and may gain access to data relating to the Customer's space, files, emails and content. This may lead to the disclosure of information provided to the Company or located on its servers, in the Customer's files and databases, to the extent required by law.

Article 6 – Use of third-party providers and third-party software

6.1. The Customer acknowledges and accepts that, for the provision or support of the Legacy Services, the Company may use services, software, infrastructure, technologies or platforms of third-party providers.

6.2. The Company may adapt the provision of the Legacy Services in accordance with the technical, operational or contractual requirements of such third-party providers.

6.3. To the extent that the use of a specific Legacy Service is based on third-party software, a third-party platform or an external provider, the Customer shall also be bound by the relevant third party's license, use or service provision terms, where these apply.

6.4. The Company shall not be liable for limitations, errors, deficiencies, incompatibilities, discontinuation of functionalities or cessation of support attributable to third-party providers, third-party software or related dependencies.

6.5. The Company provides the Customer with third-party software depending on the service it uses. The license terms governing the use of the third-party software may differ from the Company's terms of use. Customers are bound by all license terms related to the third-party software and are required to accept them.

6.6. The provision and offer of third-party software does not form part of the Company's software. The Company cannot provide support or warranties in relation to the use and functionality of such third-party software.

Article 7 – Backups and restoration

7.1. Where this is technically feasible and supported by the specific Legacy Service, the Company may take backup copies of files, databases or other content related to the Legacy Services.

7.2. The Customer acknowledges that the Company does not guarantee that any backup copy:

a) is complete,

b) is up to date,

c) is available at any given time,

d) can be successfully recovered or used without data alteration.

7.3. The taking of backup copies by the Company does not release the Customer from its exclusive and primary obligation to keep its own complete, secure and regularly updated backup copies.

7.4. In the event of a restore or recovery process, the Customer acknowledges that a previous version of the content may be reinstated or that data alteration, loss or incompatibility may occur.

7.5. The Company shall not be liable for any loss of data, content or settings caused by backup failure, restore, delay in recovery or inability to utilize a backup copy.

Article 8 – Technical limits, proper use and security

8.1. The Legacy Services are subject to technical, operational and qualitative usage limits, which may concern, indicatively, storage space, traffic, CPU, memory, disk I/O, mailboxes, processes, databases, cron jobs, scripts, bandwidth and other resources.

8.2. The Customer is obliged to use the Legacy Services in a manner that does not cause overload, destabilization, malfunction or risk to the Company's infrastructure or to other customers.

8.3. The following are prohibited, indicatively and not restrictively:

- a) use for spam, bulk email, mail bombing or unsolicited mass communication,
- b) use for malware, hacking, sniffers, flooding, spoofing, scans, denial-of-service attacks or other malicious activities,
- c) execution of unauthorized background processes, daemons, IRC bots, spiders, scrapers, torrent applications or other similar mechanisms,
- d) storage or distribution of illegal or offensive content,
- e) use of the service as file storage space for files not directly connected with the operation of the service or the website, where this is not permitted,
- f) infringement of third-party rights or unlawful collection and/or processing of personal data.

8.4. The Company reserves the right to limit, suspend or discontinue temporarily or permanently Legacy Services if it identifies excess of limits, abuse of resources, a security incident or breach of these terms.

Article 9 – Customer responsibility for security, code and software

9.1. The Customer bears sole responsibility for the security, proper operation, maintenance, updating and compatibility of the website, application, code, databases, plugins, themes, scripts and any other software or content it uses through the Legacy Services.

9.2. The Customer is obliged to maintain its applications and technologies in actively supported versions and to implement in due time all necessary security updates.

9.3. When a third-party manufacturer, supplier or open-source community ceases to support a specific software or technology version (end-of-life), the Company shall not be liable for risks, incompatibilities, security incidents or technical faults arising from the Customer's continued use of such version.

9.4. For reasons of security, stability or compatibility, the Company may adapt, limit or discontinue support for specific technologies, programming languages, applications or software versions in Legacy Services. The Company reserves the right to impose additional charges for the continued use of technologies, applications or software versions that have been characterized as End of Life (EOL) or have ceased to be supported by their manufacturer, supplier or development community, such as, indicatively, older PHP versions. Such charges may apply to both paid and free hosting plans, provided that the Company chooses to provide, by way of exception, limited continued operation or technical support for such technologies. The relevant charge and its effective date shall be notified in advance to the Customer by appropriate means.

9.5. The Company shall not be liable for data loss, technical malfunction, security breach or inability to operate caused by:

- a) code vulnerabilities or incorrect configuration,
- b) outdated or unsupported software versions,
- c) inadequate maintenance of the Customer's website or application,
- d) improper use of the service by the Customer or persons authorized by it.

9.6. It is the Customer's responsibility to ensure that the code and applications installed on its account are secure and that the permissions of directories and files are correct, regardless of the manner in which the installation took place.

9.7. It is the Customer's responsibility to ensure the reliability of its code, to apply all security instructions of its application and to ensure that appropriate access levels are applied to the files and directories of its services. The Customer is responsible for all actions performed on its account.

9.8. The Customer acknowledges that, for security reasons, the Company may request the Customer to change its password at regular intervals.

Article 10 – Pricing and renewal

10.1. The renewal prices of the Legacy Services may differ from the prices of the Company's other services and are displayed in the Customer's Control Panel and/or in the Company's applicable price list from time to time. In any event, the customer shall receive an informative email before the renewal of its services.

10.2. The Company reserves the right to modify the prices, fees and charges of the Legacy Services in accordance with its pricing and commercial policy in force from time to time.

10.3. Legacy Services are renewed only if they remain available for renewal by the Company and if the Customer has fulfilled its relevant financial obligations.

10.4. Certain services or categories of services may be subject, upon renewal, to special deadlines, registry rules, technical restrictions or requirements of third-party providers.

10.5. The Company may send automated expiration or renewal notifications. The Customer acknowledges that it remains solely responsible for the timely renewal of its services, regardless of whether it received any relevant notification.

10.6. The listed prices of the products are in euros and VAT is not included, unless expressly stated otherwise. Payment for services and products is made in advance.

10.7. The Company reserves the right to change prices without prior notice to the Customer. The Customer shall always pay the price listed in the relevant price lists and in the Control Panel for the relevant product or service at the time of the order or renewal.

10.8. Any costs for settling the services relating to the Customer shall be borne by the Customer.

10.9. The Company may offer products, packages or offers under different terms or prices than those in force at the date and time of the Customer's previous order or renewal.

10.10. Discount coupons and any offers apply only upon initial use or during their offer period and do not affect the renewal price of any service or product, unless the Company expressly determines otherwise.

10.11. The Company may render products or services commercially unavailable and offer the available version of such services to any Customer affected by such change.

10.12. Premium domain names of any extension constitute an exception, including .GR domain names with two characters. The price of a premium domain name is determined by the respective registry, concerns that specific domain name each time and is displayed on the relevant domain name search results page of the Company. The Company shall not be liable for unexpected changes in the price of premium domain names arising from a change in the cost charged by the registry. Premium domain names are excluded from any online offer of the Company.

10.13. The Company is not responsible for taxes or duties that must be paid in any country and under any tax legislation and which concern transactions carried out by the Customer through the offered server. The Customer agrees that it has full responsibility for taxes, duties or fees related to the commencement, installation or use of the server, the products or services it makes available or the transactions it carries out.

Article 11 – Automatic renewal and payment settings

11.1. Where this is supported by the nature of the service and the applicable billing system, Legacy Services may be renewed automatically according to the Customer's account settings.

11.2. The Company may use stored payment settings or corresponding secure identification/charging mechanisms for the smooth continuation of renewals, in accordance with the applicable regulatory and technical framework.

11.3. The Company does not store full card details in its system, but may use secure tokenization mechanisms or other payment technologies through certified providers.

11.4. In the event of a failed charge or inability to complete payment, the Company may make repeated attempts to charge or require manual renewal by the Customer.

11.5. The Customer may settle its orders, indicatively and not restrictively, by credit card, PayPal, credits and any other appropriate means supported by the Company.

11.6. The Customer accepts that any additional costs or commissions that may arise from intermediary payment services shall be borne by the Customer.

11.7. The charge of the credit/debit card is carried out following prior verification and certification of its details and validity. The Customer is solely responsible for correctly recording the card details.

11.8. For reasons of transaction identification and security, the Customer, if requested, is obliged to provide further details, such as identity card, passport or other legitimizing documents.

11.9. If the Customer does not provide the requested details or if the transaction is not successfully verified, the Company has the right not to provide the service and not to proceed with its activation or renewal.

11.10. The Customer is not allowed to proceed with fictitious, false or unfair purchases or renewals of services.

11.11. For the verification of the credit card, the Customer accepts that a symbolic amount not exceeding two (2) euros may be blocked for a few days.

11.12. The Customer may also settle its services by IRIS and/ DIAS.S with the affiliated banks presented by the Company. In this case, the Customer is burdened with any bank charges.

11.13. Legacy Services are subject to the Company's subscription model only to the extent that this is supported by the technical and billing environment applicable to the Customer.

11.14. After completion of the Customer's migration, payment settings, automatic renewal and subscription management shall be carried out through the new Control Panel, in accordance with the Company's then applicable technical and regulatory framework, without this altering the legacy nature of the relevant services.

11.15. For the convenience of Customers, the following payment terms apply:

a) For reasons of transaction identification and security, the Customer, if requested by the Company, must provide further details, such as ID card, passport, etc.

b) If the Customer does not provide the requested details or if the transaction is not successfully verified by the Company, the Company has the right not to provide the service.

c) The Customer is not allowed to proceed with fictitious, false or unfair purchases of services. The Customer is fully responsible for charges, duties, taxes and levies arising from the purchase of services from the Company.

d) The Customer accepts to provide to the Company's support department any details requested, in case transaction verification is required.

e) The Customer accepts the terms and conditions of the Company's applicable payment provider.

11.16. The Customer ordering services offered by the Company may choose through its account management environment for its credit card to be automatically charged by the Company every month or depending on the service renewal cycle. In this way, the Customer authorizes the Company to collect the consideration for the service on each renewal anniversary and before the service becomes overdue.

11.17. Within the framework of the transition to the new Control Panel and for the secure and uninterrupted continuation of the Customer's services, the Company may transfer to the new system the necessary invoicing, billing and renewal details, as well as the related payment information required for the management and continuation of the Customer's services.

11.17A. Any Credits available in the Customer's account at the time of migration shall be transferred accordingly to the Customer's account in the new Control Panel.

11.17B. Until the migration of the Customer's Services to the new Control Panel has been completed, any available Credits may not be used for new purchases through the new Control Panel. Credits may continue to be used, where supported, for Legacy Services, in accordance with the applicable terms and technical limitations in force from time to time.

11.17C. Following the migration of the Customer's Services to the new Control Panel, the use, management and application of such Credits shall be governed by the then current applicable Service Order for Credits, as well as by the Company's other applicable legal and contractual documents.

11.18. After completion of the transfer of the Customer's services to the new Control Panel, the automatic renewal of Papaki-Legacy Services is carried out in accordance with the same framework, the same deadlines and the same rules that apply from time to time also to the Company's other services in accordance with the GTCs.

Article 12 – Transition to new products or services

12.1. The Company does not guarantee that each Legacy Service may be transferred, upgraded, replaced or mapped to a different service of the Company.

12.2. The possibility of transition is examined on a case-by-case basis and is subject to technical, operational and commercial availability.

12.3. The transition may not be feasible, particularly in cases of incompatibility of specifications, differences in architecture, supported programming languages, frameworks, software, data structure or other technical and commercial parameters.

12.4. The Company may propose an alternative service, without being obliged to offer an absolutely equivalent replacement.

12.5. Until completion of the Customer's migration, the Company may support certain changes or upgrades to Legacy Services, provided that this is permitted by the legacy environment and by the nature of the relevant service.

12.6. Upon completion of the transfer of each individual Legacy Service of the Customer to the new Control Panel and thereafter, the Legacy Services shall remain available exclusively for renewal and no further upgrades, product changes or other modifications shall be supported, unless the Company expressly determines otherwise.

Article 13 – Termination of Legacy Services and discontinuation of products

13.1. The Company reserves the right to discontinue, withdraw, replace, abolish or cease the possibility of renewal of any Legacy Service, following prior notice to the Customer, unless there is an important reason, technical necessity, security requirement or regulatory obligation requiring immediate or shorter action.

13.2. The Customer is obliged to carry out in due time any action required for the transfer, upgrade, replacement, export of data or deactivation of its services, in accordance with the instructions and deadlines that the Company may specify.

13.3. The Company shall not be liable for loss of access, failure of renewal, loss of data or service interruption resulting from the Customer's failure to comply in due time with the required actions or deadlines.

13.4. In the event of product or service discontinuation, the Company may, at its discretion and in accordance with its applicable policy, offer the Customer an alternative solution, credit (credits) or other form of settlement, without this constituting acknowledgment of an obligation to provide an absolutely equivalent service.

13.5. The Company reserves the right to discontinue products. In the event of product discontinuation, the Company may return any remaining amount to the Customer in the form of credits, in accordance with its policy.

13.6. If the Customer wishes a refund instead of credits, it must submit a relevant ticket to the company's customer service department. The request shall be examined in accordance with the Company's applicable refund policy.

13.7. The processing time for refund requests may vary depending on the case and the complexity of the request.

Article 14 – Suspension, interruption and deletion

14.1. The Company may suspend, restrict, put out of operation or delete Legacy Services in the event of:

- a) non-payment or failed renewal,
- b) breach of this SO, the GTS or more specific terms,
- c) a security incident or risk to the infrastructure,
- d) abuse of resources or unlawful use,
- e) an obligation to comply with a lawful order or regulatory requirement.

14.2. In the event of suspension or interruption, the Company is not obliged to keep available, restore or deliver the Customer's data, files, backup copies or content, unless expressly otherwise provided by applicable law or by a more specific policy of the Company.

14.3. The Customer acknowledges that it bears sole responsibility for the timely export, storage and preservation of its data before the expiration, interruption, deactivation or deletion of any Legacy Service.

14.4. This SO may be terminated by either of the parties, without cause. The Company is not obliged to refund the agreed amount for the period remaining until the normal expiry of the agreement, in the event that termination is requested by the Customer or the agreement is terminated by the Company due to breach of the terms by the Customer.

14.5. If the Customer declares that it does not wish the continuation of the services, then the Company shall terminate the provided services and delete from its servers the corresponding records and files of the Customer without further notice, in accordance with its policy and applicable law.

14.6. The Company reserves the right to refuse, terminate or place in availability the services it provides to the Customer, to the extent permitted by applicable law.

14.7. Restoration of a service or files to a website hosting account is not charged, unless the actions are repeated frequently and administrative cost is created.

14.8. In the event that the Customer maintains one or more unpaid services in its account, the Company has the right to suspend, interrupt or delete the service, the domain name or the hosting accounts, without any obligation to provide backup copies.

14.9. The Company reserves the right to cancel an account, including its files and content, for any reason, at any time, to the extent permitted by applicable law. The Customer agrees to maintain backup copies of all files and databases it hosts with the Company.

14.10. If the Customer no longer wishes the Company's services, it must declare this via ticket.

14.11. In the event of non-timely payment or where it is impossible to charge the Customer's credit card due to unavailable balance or expiration of validity, the services are scheduled to be interrupted automatically after the end of the subscription.

14.12. Any breach of limits or extension possibilities of services shall be considered abusive. In such case, the Company reserves the right to delete the services without warning and bears no liability for loss of data or other damages.

14.13. The Customer receives at the management email automated notifications for the impending expiration of its services sixty-five (65), thirty (30), seven (7), five (5) and two (2) days before their expiration date, on the day of expiration and three (3) days after expiration. The Customer has the possibility to activate the receipt of expiration notifications also via SMS, selecting how many days before the expiration of the domain names it wishes to receive the SMS. The default value is ten (10).

14.14. The Customer may, through its account in the Company's control panel, define itself how many days before the expiration of its services it wishes to receive notifications.

14.15. By way of derogation from the above, after the completion of the transfer of the Customer's Legacy Services to the new Control Panel, the automatic renewal of such services shall be governed by the same regime, the same deadlines and the same rules that apply from time to time to the Company's other services, in accordance with the GTS. In particular, an informative automatic renewal message is sent fifteen (15) days before the expiration of the service. The first charging attempt is made twelve (12) days before expiration. In the event of failure of the first attempt, the Company may proceed with up to two (2) additional charging attempts, namely eleven (11) and ten (10) days before expiration. If all three (3) charging attempts fail, the subscription may be converted into manual renewal and the Customer may be informed accordingly by relevant communication. In the event of a successful charge, the service is renewed automatically and a relevant confirmation is sent to the Customer.

14.16. After completion of the transfer of the Customer's Legacy Services to the new Control Panel, automatic renewal may be activated no later than fourteen (14) days before the expiration of the relevant service and deactivated no later than thirteen (13) days before expiration. Automatic renewal may be carried out through the payment methods supported by the Company from time to time, including, as applicable, credit or debit card, credits and PayPal.

14.17. The Customer acknowledges that, beyond its choices, the Company is in some cases obliged to send expiration notifications at predefined time intervals, where this is imposed by operating rules of a registry of names or service. In the event that a domain name or service must be renewed a specific number of days before expiration, the email sending dates are adjusted accordingly.

14.18. After completion of the transfer of the Customer's Legacy Services to the new Control Panel, in the event of renewal failure, failure of all the provided charging attempts or non-manual payment of the service by the Customer, the Company may proceed to suspension of the service from the fourth (+4) day after its expiration and to definitive termination or deletion (termination) from the thirtieth (+30) day after its expiration, in accordance with the Company's technical and operational framework applicable from time to time. The Company bears no liability whatsoever for any loss of access, interruption of operation, loss of data, inability to use the service or any other direct or indirect damage that may arise from the suspension, termination or deletion of the service in accordance with the above, to the extent permitted by applicable law.

Article 15 – Special provision for SSL certificates

15.1. Specifically with regard to SSL certificates, the Customer acknowledges and accepts that, upon renewal of the relevant service, the certificate maintained up to that point, regardless of the original issuing provider, may be renewed by issuing a corresponding certificate from Sectigo or from another provider designated by the Company, in accordance with the commercial policy applicable from time to time.

15.2. The renewed certificate shall be governed by the applicable terms and conditions of the respective provider, the corresponding SO for SSL, as well as the other applicable legal documents of the Company and the provider.

15.3. In the event that the Company provides/has provided a Let's Encrypt certificate free of charge in a paid web hosting package, it is activated by the Customer itself through the management environment of its package.

15.4. The Let's Encrypt certificate remains in force as long as the relevant web hosting package remains active with the Company. Its characteristics are determined by the certificate provider.

15.5. The Company reserves the right to discontinue the free provision of a Let's Encrypt certificate without further notice.

15.6. The Customer using a Let's Encrypt certificate through the Company's services acknowledges that it has read, understood and accepted the terms and conditions of the applicable service provider.

15.7. The renewal of an SSL may be carried out up to thirty (30) days before its expiration.

Article 16 – Special provision for Web Hosting, Email Hosting, Managed WordPress Hosting, WooCommerce Hosting, Reseller Hosting and related hosting services

16.1. Specifically for the services Web Hosting, Email Hosting, Managed WordPress Hosting, WooCommerce Hosting and Reseller Hosting, the service continues to be governed by this SO.

16.2. Upon completion of the Customer's transfer and thereafter, the above services, provided they are maintained as legacy services, remain available exclusively for renewal and not for new purchases.

16.3. For the above services, the Customer accepts that it shall not use the Company's website, the services it provides and its servers for:

- a) unlawful, harmful, threatening, offensive, slanderous, defamatory, obscene, libelous, racist or discriminatory content,
- b) causing harm to minors,
- c) transmission of content for which it has no right of transmission,
- d) infringement of copyrights, trademarks, trade secrets or other proprietary rights of third parties,
- e) transmission of material containing software viruses or other codes, files or programs designed to interrupt, damage or destroy computer software or hardware,
- f) violation of applicable legislation,
- g) harassment of third parties,
- h) unlawful collection or storage of personal data of other users.

16.4. The Company has the ability to reject, discontinue the provision of the service or delete material routed to the server it has provided, if such material contravenes copyright law, constitutes copied product, is of pornographic, racist or pirated content, concerns trafficking in narcotics, attempted unlawful intrusion into a computer or contravenes any other law.

16.5. In such cases, the Company has the right, without warning, to immediately deactivate the account and access to the site via the Internet. It shall then inform the Customer to remove the material. In the event of non-compliance, the Company may delete the account in full.

16.6. The Company follows a strict policy on spam emails and may cancel a Customer account in the event of the sending of irregular or unsolicited mass emails (spam mail).

16.7. The Customer agrees not to send:

a) advertising or informational emails, including commercial advertising, except only to those who have expressly requested such email,

b) annoying emails due to language, frequency or size,

c) chain emails,

d) bulk advertising or informational emails.

16.8. The Company reserves the right to decide whether an action by the Customer is considered spam, mail bombing or bulk email.

16.9. The Company has the right to limit the volume of messages sent or received by users in order to maintain the quality of email services for other members and to protect its systems.

16.10. The Company has the right to block electronic communication from other entities on the Internet or not to deliver email messages if these are judged as spam, malicious or in general violate the terms of use of the service.

16.11. The available server resources are intended exclusively for use within the accounts of the Company's customers. The allocation of resources in any way to third-party sites is prohibited.

16.12. SSH access is granted after a request by the Customer. The Company has the right to deny or restrict access.

16.13. The sending of electronic messages to the server or any message sent on an annoying basis to a network directly or indirectly connected with the Company is prohibited, as is the attempt to bypass user authentication or the security of a host, network or account.

16.14. The violation of the security of any network is prohibited, including spawning, port scans, ping floods, packet spoofing, forging router information, denial of service attacks, sniffers, flooding, spoofing, ping bombing, smurfs, winnuke, teardrop, the publication of viruses, chat rooms, Internet Relay Chat, IRC bots, PhpShell or similar programs, audio, radio and video streaming and the uploading of files to the server for downloading by the general public, especially when this causes significant load on the available network resources.

16.15. Any such activity shall be investigated and appropriate action shall follow.

16.16. Unauthorized background processes or authorized background processes that jeopardize the security of the Company's servers or its customers shall result in the suspension and/or termination of the Customer's account.

16.17. The Company has the right, in the event that the Customer's website causes problems in the provision of hosting services to other customers on the same server, to immediately and without warning disable access to the Customer's website.

16.18. The Customer acknowledges that the Company bears no liability nor compensation obligation for loss, damage or moral harm arising from interruption of the above mechanisms.

16.19. The Customer agrees that it shall construct its websites in such a way as to avoid overloading the Company's servers, limiting the use of code and applications requiring high processing power or making excessive use of resources (CPU, Disk IO, RAM).

16.20. The databases hosted on the Company's servers are governed by a fair use policy and should not exceed 1 GB for MySQL and 1 GB for MSSQL, so as not to cause performance problems on the server.

16.21. The Customer agrees:

- a) not to use equal to or more than 25% of the server's resources for periods longer than 90 seconds,
- b) not to perform actions that may cause overload on the server,
- c) not to execute autonomous processes on the server,
- d) not to execute daemons or executable files that make excessive use of bandwidth,
- e) not to execute web spiders or indexers,
- f) not to execute bit torrent applications, trackers or clients,
- g) not to participate in activity related to file-sharing and peer-to-peer networks,
- h) not to execute gaming servers, except where expressly permitted,
- i) not to execute cron tasks or scheduled tasks at intervals shorter than 15 minutes or in a manner that causes overload,
- j) not to use a script to call a non-local file without prior notification where required,
- ia) not to maintain a mailbox exceeding the limits of the package or service.

16.22. Shared hosting accounts may not be resold to third parties.

16.23. The Customer understands and agrees that no part of the services, such as space, emails or data transfer (bandwidth), may be used for purposes of maintaining backup copies (backups). The storage of files that do not have a direct relationship with what is necessary for the operation of its website is not permitted.

16.24. The Company reserves the right to delete immediately and without notice files that do not have a direct relationship with what is necessary for the operation of the website, so that the used space returns to the permitted limits.

16.25. The Customer must monitor the size of both the space and the traffic occupied by itself and the other users of its account on the Company's servers, so as not to exceed the limits that have been set. In the event of excess, the Company has the right to temporary interruption, imposition of charges or definitive deactivation.

16.26. For e-store hosting services (WooCommerce/eShop), the Company hosts e-stores on its servers without managing them, in the sense that it does not process the data and/or information concerning products and services displayed through them.

16.27. Any electronic orders and agreements for the purchase of products and/or provision of services through the individual e-stores are governed by the more specific terms and conditions set by each e-store and are entered into exclusively between the users and third-party users of their e-store.

16.28. The Customer acknowledges that, in the event of e-store hosting, it must meet the legal requirements for maintaining and operating its store.

16.29. Special terms for free Web Hosting packages:

a) The free Basic hosting package is provided to customers who have registered or renewed at least one domain name from specific Company services or transfer it from another registrar and do not use other paid hosting services for the specific domain name.

b) The Basic hosting package is provided free of charge on an annual basis. Renewal of the free hosting provision may be made one month before its expiry, provided that the domain name for which it has been opened is active in the same customer account and the nameservers that have been given are set.

c) All free hosting packages are linked to a specific domain name maintained by the Customer with the Company. Users who use the free Basic hosting package but are no longer entitled to it due to transfer of their domain name outside the Company are obliged to upgrade their hosting package to another available package within one week, otherwise the Company reserves the right to delete the free hosting.

d) Technical support for the free Basic hosting package is provided only via ticket.

16.30. Hacked WP Cleanup Service: The Company provides the possibility of checking, cleaning and restoring an infected WordPress website, for an additional charge.

16.31. The service includes cleaning the website, protection against future attacks and infections, as well as the necessary upgrades to WordPress, plugins and themes.

16.32. The cost of the service is variable, depending on the number of WordPress websites:

a) 1-2 websites: €75 + VAT / website,

b) 3-6 websites: €60 + VAT / website,

c) 7-10 websites: €50 + VAT / website.

16.33. The service is offered for WordPress websites that have version 4 or later installed and are hosted on the Company's servers.

16.34. In the event that the cleaning process requires intervention for corrections on the website by the Company's team, after coordination with the Customer, minor downtime may be scheduled, of up to one hour.

Special hosting transfer terms

Shared Hosting, Semi Dedicated Hosting, Managed WordPress Hosting, WooCommerce Hosting, Reseller Hosting

16.35. For each hosting package provided by the Company, the Customer may request a free transfer from another provider, of up to five (5) static or dynamic websites, provided that this number is supported by the applicable package. This policy also applies in the event that the Customer upgrades a hosting package and wishes to transfer to it websites maintained with another provider. From the sixth site onwards, additional scaled charges apply, depending on the total number of sites to be transferred. The Customer may request the transfer within 30 days from purchase.

16.36. Necessary conditions for the free undertaking of the transfer process are:

a) a ticket must be sent within the deadline defined by the Company from the payment of the relevant order,

b) the files, at the time of the request, must be hosted in a hosting package of another hosting provider and not in the Company,

c) access must be available to the management environment of the server with the other provider or a backup of the files and databases to be transferred.

16.37. In the event that the Customer wishes to transfer websites from one Shared Hosting package of the Company to another Shared Hosting package of the Company, additional charges apply and the transfer cost is borne by the Customer from the first website.

16.38. If the Customer wishes to change operating system for any transfer case, additional charges apply.

16.39. For any transfer to packages of the Company after the expiry of the provided deadline from the payment, additional charges apply from the first website.

16.40. The Customer acknowledges that transfer is carried out on a priority basis and after coordination with the Company. The Company has the right to refuse the transfer of websites that do not conform to the technical specifications of its infrastructure or that violate the service terms of use.

16.41. The Customer acknowledges and accepts that the Company does not control, does not proactively monitor and does not have a general obligation to control, supervise or evaluate the content, data, files, information, communications, software or any other material uploaded, stored, published, distributed or made available through the Customer's services. The Customer bears sole responsibility for all of the above content and for its legality, accuracy, integrity, reliability and compatibility with applicable law and third-party rights.

Article 17 – Special provision for Website Builder (Basekit), Pixida and other services without migration capability

17.1. Specifically for services such as Website Builder (Basekit), Pixida or other legacy services for which no technical transfer or upgrade capability is provided, the Company may permit exclusively their renewal, provided that they remain available.

17.2. For these services, the existence of another or newer service of the Company does not imply an obligation for migration, mapping or automatic transfer of existing content, settings, data or functionalities.

17.3. For the provision of Website Builder, the Company collaborates with BaseKit and has taken the necessary contractual actions for the secure provision of the service.

17.4. The Customer understands and agrees that all information, data, texts, software, music, sound, photographs, graphics, videos, messages, products, services or any other "Content" are the exclusive responsibility of the person from whom the relevant Content originates.

17.5. The Customer is solely responsible for all Content uploaded, published and transmitted through the Service. The Company does not control the content published through the Service and does not guarantee its accuracy, integrity or quality.

17.6. If any Customer is reported as violating the applicable terms, the Company reserves the right to terminate that account at any time.

17.7. For anything not provided for in these terms, the following service terms of use shall also apply:

<https://www.basekit.com/terms/>

17.8. For the Website Builder service, it is recommended not to use more than thirty (30) widgets on one page, as this may cause significant delay in opening it. The Company does not provide support for any page with more than sixty (60) widgets.

17.9. For the provision of the Pixida service: the Company uses a third-party provider. By using this specific service, the Customer is informed that the Company has rankingCoach GmbH as its supplier.

17.10. The Company has signed all necessary cooperation, confidentiality and personal data protection agreements in accordance with applicable legislation.

17.11. The Company bears no responsibility for deficiencies or errors of the Pixida service and of rankingCoach. The Customer's agreement for the provision of this specific service is also described in the following agreement, which the Customer must read carefully before using the service:

<https://cdn.papaki.com/sites/all/themes/papaki3/n/pixida/pixida-end-user-agreement-gr.pdf>

17.12. By purchasing or using this specific service, the Customer accepts:

- a) the terms of use and privacy policy of rankingCoach,
- b) the terms of use and privacy policy of the Company,
- c) the End User Agreement found at the above link.

17.13. The Company informs the Customer that there is no possibility of refund for the Pixida service for legal entities.

17.14. The Customer also has the possibility to use:

- a) Pixida Basic together with its Shared Hosting package,
- b) Pixida SEO together with its WB/WP/WOO package.

17.15. The tool is provided only in the Greek language.

17.16. In the Pixida 360 package, the Customer may set up the Google Ads advertisements it wishes and activate them by purchasing a pre-installed budget of €50. This budget is consumed evenly over a period of up to one month and must be renewed before it expires.

17.17. Activation of the budget in Pixida 360 is currently carried out manually by the Company's Support. The Customer must:

- a) purchase credits with a total value of €50 from its Control Panel, and
- b) send a request to Support so that the credits are charged and the budget is manually activated within Pixida 360.

17.18. The service is adapted to the Greek market and cannot be used in other countries, even if communication takes place in Greek.

Article 18 – Special provision for Semi Dedicated Hosting

18.1. Semi Dedicated Hosting services shall be available only for renewal.

18.2. The Company may, at its discretion and subject to technical and commercial availability, propose to the Customer a free or paid transition to a different service of the Company, following relevant notice and, where required, with the Customer's consent.

18.3. The Company is not obliged to provide a service absolutely equivalent to the discontinued or non-renewable Semi Dedicated Hosting service.

18.4. In all other respects, the terms of this document for hosting services shall apply to Semi Dedicated Hosting services, to the extent compatible with the nature of the service.

18.5. The transfer from a Shared Hosting package of the Company to a Semi Dedicated package of the Company is carried out free of charge, provided that the Customer requests the transfer within ninety (90) days from the payment of the relevant order.

18.6. In the event that the Customer requests the transfer of individual websites from Shared Hosting to Semi Dedicated and retains websites in Shared Hosting, additional charges apply.

18.7. If the Customer wishes to transfer a Reseller package to a Semi Dedicated package of the Company, then the largest subscription is transferred free of charge and then additional charges apply for each additional site transfer.

18.8. In the event of transfer from a third-party provider to a Semi Dedicated package of the Company, the terms and conditions of the previous paragraph apply.

18.9. For the transfer from a VPS package or Dedicated Server of a third-party provider to a Semi Dedicated hosting package of the Company, the terms and conditions of paragraph 18.7 apply. The VPS or Dedicated Server from which the transfer is made must have a Control Panel.

18.10. The transfer from a Managed WordPress package of the Company to a Semi Dedicated package of the Company is carried out free of charge for up to five (5) static or dynamic websites. From the sixth site onwards, additional scaled charges apply.

18.11. The possibilities of paragraphs 18.5 to 18.10 may be provided only until the completion of the transfer of the relevant Legacy Services to the Company's new Control Panel.

Article 19 – Special provision for domain names and DNS

19.1. Specifically for domain names, upon completion of their transfer and notification to the Customer, the application of these terms for the specific service shall cease.

19.2. Upon completion of their transfer, the applicable GTS from time to time, the corresponding SO for the domain name service and the corresponding information on data processing shall thereafter apply.

19.3. The Company registers domain names in the capacity of official registrar and acts as intermediary between the Customer and the registry or any other company or organization acting as official registrar or responsible for managing the central database.

19.4. The Customer must read, understand and agree to the Management and Allocation Regulations of the applicable registry and/or cooperating companies/organizations for the TLDs of the domain names it uses, as well as with all latest amendments thereto.

19.5. By using or renewing domain names through the Company, the Customer confirms that it has read and agrees with the terms and conditions of the applicable registry and/or cooperating companies for the management and allocation of the TLDs. The Customer confirms that the details it provides to the Company are true and accurate and that it does not knowingly infringe third-party rights.

19.6. At the address

<http://www.icann.org/en/dndr/udrp/policy.htm>

other regulatory texts are referred to.

Terms and conditions for .GR.

Terms and conditions of ICANN for gTLDs

Terms and conditions for .EU

Terms and conditions of provider TUCOWS

Terms and conditions for .ME

Terms and conditions of provider ENOM

Terms and conditions for .ORG

Terms and conditions of provider OpenProvider

Terms and conditions for .INFO

Terms and conditions for .CO

Terms and conditions for .BIZ, .COM, .NET, .NAME, .PRO

Terms and conditions for .TV

Terms and conditions for .UK

Terms and conditions for .COM.CY & .CY

The Customer additionally accepts the registrant rights and obligations as they appear on the official ICANN site.

For informational purposes, all registries that follow ICANN policy are referred to here.

19.7. The Customer additionally accepts the registrant rights and obligations as they appear on the official ICANN site.

19.8. The Company completes the registration or relevant act for a domain name after confirmation of payment, in accordance with the applicable framework.

19.9. The Company bears no responsibility if, during, before or after payment of the relevant order, the domain name concerned by the act has been registered, reserved or affected by rules of the relevant registry or by actions of third parties.

19.10. Certain TLDs must be renewed a specific number of days before their expiration date. The Customer must be informed of the relevant deadlines.

19.11. Transactions relating to domain names, such as, indicatively, renewal, change of owner, change of registrar, etc., shall be deemed executed upon confirmation of payment by the Company's accounting department. From that point in time onwards, the transaction is deemed final and the Customer acknowledges that it has lost, where provided by law, the right of withdrawal and refund.

19.12. An exception exists for new registrations of domain names with .gr and .ελ extensions. In those cases, the Customer retains a right of withdrawal and refund for the exclusive period of five (5) calendar days from the initial confirmation of payment, by sending a written request by email and telephone confirmation to the Company. New purchases shall be carried out directly through the Company's new platform.

19.13. After the lapse of the five (5) calendar days, the Customer acknowledges that it has lost the right of withdrawal and no refund shall be made.

19.14. If, during a relevant act in a domain name, the Customer acquired another combined service free of charge for which no refund right applies, then its price shall be deducted from the refunded amount, in accordance with the price list applicable from time to time.

19.15. If a domain name is cancelled within a period during which this is permitted, the monies may be refunded in the form of credits to the same Customer's account, in accordance with the Company's policy.

19.16. In the case of a third-level domain name or a domain name containing a geographical term or other special category, the Customer declares that it meets the requirements and qualifications required by the relevant regulation or registry.

19.17. The Customer agrees not to proceed with repeated unpaid orders for the same .GR domain name, thereby reserving that specific domain through the registry.

19.18. The Customer must have fulfilled all its financial obligations towards the previous registrar in the event of a relevant change.

19.19. The Customer undertakes that each new Domain Name Authorization Code used in a transfer declaration has not been used in the past in a manner violating the applicable regulatory framework.

19.20. If the Company's advisor considers that a domain name application does not meet the conditions of the relevant registry or authority, the application may be cancelled.

19.21. If a domain name, in the Company's judgment, meets the conditions but is ultimately not approved by the competent authority or registry, the monies may be refunded in the form of credits or cash, in accordance with the Company's policy.

19.22. For .COM.CY and .CY domain names, the special terms and requirements of the relevant registry apply, including the required contact roles, the creation of a relevant account, the procedures for renewal, transfer, termination and the categories of prohibited domain names.

19.23. The Customer is obliged to respond without delay and in any case within the deadlines set by the Company and/or the Registry to requests for the provision of information, to keep its details updated and to inform the Company of judicial, administrative or arbitral proceedings concerning its domain name.

19.24. When a domain name expires, in the majority of cases it enters a quarantine period, during which only the existing owner has the right to renew it. If there is no quarantine period, the domain name either passes directly into redemption or is deleted in accordance with the rules of the applicable registry.

19.25. At the end of the quarantine period, or directly after expiration if there is no quarantine, the domain name enters redemption status, which lasts approximately forty (40) days, unless otherwise provided by the relevant registry.

19.26. The Company cannot guarantee renewal of a domain name from redemption. The cost of renewal from redemption shall be increased by the redemption fee, which differs depending on the extension.

19.27. A domain name may also be deleted for reasons other than expiration, such as incorrect owner details or failure to confirm WHOIS details within the prescribed deadline. In such cases it may be placed on Registrar Hold or Client Hold status.

19.28. The owner of a domain name must send official documents certifying the authenticity of its details, where required, so that a restore procedure can proceed.

19.29. In cases of illegal or impermissible activity, the registrar and/or the Company reserve the right to cease the operation of the domain name and to proceed with deletion or any other necessary action, following a relevant judicial, administrative or regulatory requirement or where this is imposed by applicable law.

19.30. As set forth in ICANN's Transfer Policy, the owner of the domain name expressly authorizes the Company, or its partners where required, to act as designated agent in order to approve the change of owner details on its behalf.

19.31. The Customer may not transfer the registration of its domain name to another holder or to another registrar during pending administrative, judicial or arbitral proceedings, to the extent this is prohibited by ICANN policy or other applicable rules. The Company reserves the right to cancel any transfer made in violation of the relevant rules.

Copyright / trademark infringement

19.32. For the reporting of copyright infringement or other related infringement concerning a domain name, the interested party must follow the relevant procedure and use the form made available by the Company from time to time.

Procedure for managing and monitoring reports of abusive domain name conduct

19.33. Upon receipt of a request concerning abusive conduct by a customer – domain name holder, in accordance with the applicable regulatory framework and ICANN policies, a competent employee of the Company shall inform the Customer in writing, where required, so that it proceeds with confirmation of its details. The Company may lock the reported domain name (Registrar Hold or Client Hold), in which case no changes, modifications or transfers may be made for the period provided.

19.34. The owner of the domain name must send official documents certifying the authenticity of its details, such as ID card or passport, so that restoration of the domain name by the Registrar is possible.

19.35. If the Customer confirms its details within the prescribed deadline, it is informed of any error or abusive conduct of its website so that it may proceed with the necessary corrections, while the Company may lift the relevant lock on the domain name and its account. If the Customer does not respond within the relevant deadline, the Company has the right to delete its domain name without further action or notice, to the extent permitted by the applicable framework.

19.36. The above procedure differs in the event that the Customer hosts its website with the Company. The Company does not allow the existence of illegal content on its customers' websites hosted on its infrastructure and, in the event of its identification, reserves the right to immediately deactivate the specific website in accordance with the terms for hosting services.

19.37. However, as a domain name provider, the Company has no duty to ascertain itself whether the reported domain name is in fact used for illegal activities. In the event of clear indications of illegal activities, the reporting party must also address the competent authorities, in accordance with applicable law.

Article 20A – Electronic transmission of supporting documents

20A.1. The Customer must notify the Company of the email addresses to which issued invoices shall be sent. Specifically, invoices are sent to the email address declared in the billing details by the administrator, while receipts are sent to the management email.

20A.2. The Customer expressly declares that these specific email addresses and any kind of information relating to them are under its full, exclusive and indisputable control. Third parties should not have access to these addresses, unless they are authorized by the Customer itself.

20A.3. The Company bears no responsibility whatsoever for access by any third party to the Customer's email addresses nor for any damage the Customer may suffer from access to and/or use of such addresses by third parties.

20A.4. For any change in the details it has declared and especially in the email address details, the Customer is solely responsible and must inform the Company of such changes. The Company bears no liability in the event of inability or delay in informing the Customer of invoice issuance for the above reason.

20A.5. The Company bears no responsibility whatsoever for any damage, positive or consequential, of the Customer and/or third parties arising due to inability or delay of the Customer to access its email.

20A.6. The Customer accepts that the Company makes every reasonable effort to ensure the availability of the service for electronic transmission of supporting documents. In any case, after issuance of the document, it is also available through the Company's control panel. The Customer may find and download the document from its account order history.

Article 20 – Limitation of liability, SLA, indemnification and other general terms

20.1. The Legacy Services are provided, to the maximum extent permitted by applicable law, with the limitations of the old technical and operational environment, without any guarantee that they will indefinitely maintain full functional equivalence with other services or technologies.

20.2. The Company shall not be liable for:

- a) non-availability or limited availability of legacy platform functionalities,
- b) technical incompatibilities with newer software or environments,
- c) loss of data due to acts or omissions of the Customer,
- d) delays, interruptions or consequences arising from migration, change of infrastructure, change of third-party provider or discontinuation of product,
- e) issues attributable to third-party software, unsupported versions or use of outdated technologies.

20.3. Any liability of the Company shall in all cases be governed by the GTS and limited in accordance therewith, unless expressly otherwise provided by law.

20.4. The Company exercises no control over the content of information passing through the network of its servers and does not guarantee the reliability, accuracy or quality of any information appearing on the Internet through or as a result of its services.

20.5. The Company does not guarantee the commercial or personal creditworthiness of anyone appearing on the Internet nor the fulfillment of specific promises or offers by third parties.

20.6. The Company bears no responsibility whatsoever for any damage arising from the use, availability or non-availability of the services it offers, to the extent permitted by applicable law.

20.7. The Company shall not be liable for damages that may arise from the execution or non-execution of the Customer's order or from the manner in which the service is provided. In addition, it reserves its position as to the delivery time of products or services in cases of force majeure.

20.8. The Company may adapt the services and products it provides through third-party suppliers, based on the specifications of the respective supplier. The Customer acknowledges that the Company is not liable towards it or any third party for claims arising from the provision of such services or products.

20.9. The SLA agreement describes the guarantee of availability of the Company's services and applies to every customer that does not have outstanding debts during the period of non-availability.

20.10. The Company's primary objective is to make the content of the hosted website available (uptime) for access from any part of the world. Service downtime is defined as loss of all packets from the Company to the backbone providers.

20.11. The Company's objective is to keep average packet loss at 0.1% or less during a period of one year, as measured by the Company itself.

20.12. Downtime is measured after notification by the Customer of the non-operation through the ticketing system. If access to the ticketing system is impossible, notification must be made by telephone.

20.13. If average packet loss exceeds 1%, the Company shall provide the Customer with credit in the form of service subscription time, in accordance with the SLA levels in force from time to time.

20.14. For Web Hosting, Semi-Dedicated Hosting and Reseller Hosting, in the event that the availability of the infrastructure serving the hosting package is less than 99.9% during a calendar year, the Company shall credit the hosting package as follows:

- a) 99% to 99.9%: 10% credit,
- b) 98.99% to 97%: 30% credit,
- c) 96.99% or less: 100% credit.

20.15. The Customer shall not receive a credit for failure, malfunction or non-availability caused by or connected with:

- a) circumstances beyond the Company's reasonable control,
- b) scheduled or emergency maintenance,
- c) issues with DNS, FTP, POP, IMAP or SMTP customer access,
- d) false reports of non-operation,
- e) acts or omissions of the Customer,

f) delivery or transmission of electronic mail or webmail,

g) interruptions of operation elsewhere on the Internet.

20.16. The Company guarantees only those areas under its control, namely the servers, the servers' routers and their connection to the Internet.

20.17. The Company guarantees the operation of the relevant hardware parts and shall replace a failed component without financial charge, in accordance with the SLA policy in force from time to time.

20.18. The Customer agrees that it shall defend, safeguard and hold harmless the Company from claims, losses, monetary demands and liabilities and shall cover it for the relevant monetary cost, including any lawyers' fees, insofar as these arise from acts, omissions, content or activity of the Customer itself or persons authorized by it.

20.19. The Customer declares and undertakes that, in the event that any lawsuit, claim or administrative proceeding is brought against the Company due to infringement of third-party rights by the Customer, it is obliged to intervene in the relevant proceeding and fully indemnify the Company, to the extent permitted by law.

20.20. The servers, hosting infrastructures and related services of the Company operate in data centers within the European Union, which meet the prescribed standards of security and data protection.

20.21. The Company reserves the right to transfer, rearrange or modify the geographical location of its servers or hosting infrastructures, without prior notice to the Customer, provided that the transfer takes place within the European Union.

20.22. The Company bears no liability for any direct or indirect consequences, delays or interruptions that may arise from the process of transfer or change of location, provided that every reasonable technical measure has been taken.

20.23. The Company may use technologies and software provided by third-party manufacturers or open-source communities, such as, indicatively, PHP, MySQL, CMS, etc.

20.24. When the official provider or development community discontinues support or security updates for specific versions, the Company shall not be liable for risks, incompatibilities or damage arising from the Customer's continued use of such versions.

20.25. The Company reserves the right to adapt, limit or discontinue support for specific technologies or software versions for reasons of security, stability or compatibility.

20.26. Where technically feasible, the Company may provide limited technical support or continued operation for versions that have ceased to be supported by the manufacturer or the

community. Such support concerns only maintaining the functionality of the hosting environment and not the security, updating or proper operation of the website itself.

20.27. For the provision of the above service, the Company may impose additional technical or administrative cost, which is notified in writing or by email at least thirty (30) days before implementation. The Customer has the right to terminate the agreement without charge before the implementation date. Continued use of the service shall be deemed acceptance.

20.28. The Customer retains sole responsibility for the security, maintenance and proper operation of its website, as well as for the protection of the data and information hosted in its account.

20.29. The Company bears no liability for issues concerning the management, updating or security of the website itself, even if the Customer uses additional tools or support services provided by the Company or third-party partners.

20.30. For reasons of infrastructure protection and the smooth operation of all services, the Customer must maintain its website or applications in an actively supported and stable PHP version or other technology and programming language version and implement regular security updates.

20.31. The Company bears no liability whatsoever for loss of data, security breach or technical malfunction resulting from neglect of the above obligations and/or from errors, misconfiguration or vulnerabilities of the code of the Customer's applications or website.

20.32. According to European legislation, consumers and traders have at their disposal the Online Dispute Resolution platform (ODR) for the online resolution of their disputes, whether these concern domestic or cross-border transactions.

20.33. The Company's liability towards end customers under this agreement shall not exceed the value of the final cost of the services provided, unless otherwise provided by mandatory law.

20.34. The Company is responsible for any direct and foreseeable loss or damage caused by its own act or omission, to the extent provided by applicable law.

20.35. The Company bears no liability for business losses, loss of profits, loss of business, interruption of business activity or loss of business opportunity, to the extent permitted by applicable law.

20.36. The Company bears no liability for damages or losses that the Customer may suffer as a result of any virus, trojan or other disabling device affecting the services or systems, whether under its control or not, due to the Customer's failure to adequately protect its system.

20.37. The Customer and the Company expressly exclude any third-party rights that might otherwise entitle third parties to enforce these terms as if they were party thereto, to the extent permitted by applicable law.

Article 21 – Final provisions

21.1. The Company reserves the right to amend this SO, in accordance with the terms of the GTS and the legislation in force from time to time.

21.2. If any provision of this SO is judged invalid, ineffective or unenforceable, the validity of the remaining provisions shall not be affected.

21.3. For any matter not specifically regulated in this SO, the GTS, the applicable Information on Data Processing from time to time, as well as any relevant specific legal text of the Company, as applicable, shall apply.

21.4. For the protection of personal data, the Company's applicable information on the processing of personal data from time to time shall apply, as well as any relevant data protection text published by the Company.

21.5. These terms are drafted on the basis of the entirety of the legal rules of the Hellenic Republic, are governed by Greek Law, by the legislative provisions of the European Union in force and by International Treaties, and are interpreted in accordance with the rules of good faith and business morals.

21.6. In the event that any term or provision hereof is judged invalid or voidable, such invalidity or voidability shall not affect the validity of the remaining terms. The parties shall make every possible effort so that invalid or voidable provisions are replaced by others approximating as closely as possible the content of the original ones.

21.7. Subscribers to the Company's services must have completed their 18th year of age.

21.8. The Customer agrees that the details it fills in on the applications it sends to the Company are true and accurate. The Customer also declares that it does not knowingly infringe third-party rights. In the case of legal entities, the Customer binds the specific legal entity.

21.9. From the use of the Company's websites, it is presumed that the Customer agrees with all the terms stated on this website. Reading this text is required before using the Company's services and its consent, as well as full and unconditional acceptance of the stated terms, is expressed by clicking the relevant acceptance field or by any other means that may lead to use of a service.

21.10. Every electronic order or renewal of services is sent to the Company via the Internet only if the Customer has previously unconditionally accepted these terms, as an additional confirmation that it has fully understood and agreed with them.

21.11. For every matter concerning Offers, Withdrawal Policy, Refunds, Abuse reports, report handling procedures or any other relevant procedure, the Company's GTS shall apply, unless otherwise specifically provided in this SO or in a more specific text of the Company.