

Jasmeow.Systems – Our Terms of Service

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Hello! Thank you for being part of Jasmeow.Systems, the team who will be able to monitor your crucial in production systems, protect from attacks with proper security procedures, ensure all systems are properly logged and provide dedicated support when you need it most. Since this document covers our team, clientele and the systems managed, we have included the terms and their shortened versions below and how they are referred to as.

- **Jasmeow.Systems** - "Jasmeow.Systems", "JasSys" or "JS".
- **Management Team** - "Management Team", "Management" or "Administration Team".
- **System Administrators** – "System Administrators", "System Admins", "SysAdmins" or "SA's".
- **Clients** - "Clients", "You" or "Clientele".
- **BitWarden Vault** - "Vault", "BW", "BitWarden" or "Password Manager".

Additionally, when using phrases such as "All the team", "Us" or similar, this is basically a collective of both Management and System Admins. This paraphrasing should help understand the terms better and keep it concise.

General Terms

Terms that do not fit into any other category are listed here to make sure all our points are sufficiently stated.

- We provide different products and services which may change from time to time and are digital only.
- We reserve the right to keep the files, code, images, and data that is **made by us** for you as a client to show it/use it our public portfolios, within reason. Consent is requested before this though to be respectful.
- Any type of redistribution of our scripts, procedures, configurations, assets, or other products/services is strictly forbidden. These are tools like our backup scripts or our reporting software.
- Charging-back or disputing unfairly on our services is strictly prohibited and will lead to cancellation of your current support as well as future requests unless you and management come to mutual agreement.
- We reserve the right to change the prices of our products/services that we offer without refund or exchange to any previous client. This is important if you were charged more previously but we changed our pricing to be a lower cost for example.
- Fees are covered by us that come from our third-party payment processors except on circumstances where the product/service was extremely expensive, or the fees totalled an extortionate amount.

Payments & Refunds

We use a self-hosted, in-house invoicing system for our invoices to clients, which invoices are sent **on the day** at **9AM UTC** and need to be paid **immediately**. This has been calculated to be the most reasonable time for all time zones such as American clients wake up and have a chance to pay the invoice before the next 8AM UTC rolls around to the next day. A notice is sent 3 days before the due date, so you have this time to alert us if you are unable to pay **before** the due date. If due date is reached, the full amount **must** be covered with no adjustments.

When paying for your invoice, you can use either Stripe or PayPal to pay for our invoices, but please note that Stripe invoices are automatic and autobill you, whereas PayPal you need to go to the link in the email and pay it each month.

Important Note: If your invoice is not paid within 24 hours, a \$10 fee will be additionally charged.

For new clients onboarding, you have 48 hours to request a refund before this is void. All other payments are non-refundable under any circumstance unless by mistake such as an overpayment or wrong due date, in which case refunds are handled on a case-by-case basis, dependant on many factors and it is up to the management's decision to provide reimbursement.

Our Priorities

All of the team work on the basis of priorities, making sure all requests are dealt with in an efficient manner, ensuring import urgent and important tasks are dealt with immediately while smaller, more mundane tasks are completed when time is available.

Urgent: Mission critical outage with trade being significantly impacted or halted. These will be dealt with as soon as one of us is available and will have immediate responses to messages between us and you.

High: Systems degraded but trading is possible. We will make sure you are put above other clientele when these situations happen, but you are able to wait a few hours as it won't impact your customers or player base drastically.

Normal: Tasks that need to be completed within a reasonable timeframe, such as a day, a few days, or a week. These can include moving server files from one location to another, configuring plugins such as voting or dynamic map or backend access such as Minehut authentication or another owner needing SSH access.

Low: New features or additions which are not in production, tasks which aren't at all urgent such as scheduling maintenance periods, buying new hardware or requests from a Change Procedure Agreement.

Remember that the term **Trade** is applicable to MC networks as well as businesses, so for example, trade being impacted for an MC network would be no players online due to a fault and for a business losing out financially.

Additional Work

Some requests which are extensive to the point are not supported by our normal costs. Additional work described below are not included in our monthly service cost we provide and will be charged by providing a reasonable quote before beginning the work. If accepted, this invoice **must** be paid before the additional work can be carried out.

- Migrating infrastructure over to new dedicated systems such as from one provider to another. This takes time and patience, a proper procedure in place and making sure downtime is kept to a minimum.
- Installing and configuring software which will take a considerable amount of time such as virtualisation platforms or WHM solutions.
- Addons for game server panels and web hosting managers as these take a considerable amount of time to implement as code has to be directly inserted into the files one at a time.
- WHMCS packages and configuration take a staggering impact on the duration we can assist other clients, as they take between 5 hours to 50+ hours as each business establishes their own custom business model.

Services included in our standard cost are below and will not be charged extra.

- New dedicated systems requiring configuration for putting into production. This includes installing software such as Pterodactyl or WHMCS. This does have a certain limit so please query if unsure.
- Pterodactyl themes are simple to install from many developers so as long as you provide proof of purchase from sites such as BuiltByBit and the files to install them, this will be completed.

While stating the obvious, the two lists above are not extensive and are up for discussion with management. It is their word what is and isn't included in our normal prices, and their decision is final. This document will be updated with the different scenarios when they occur.

Client Name Changes

Changing your client identity such as changing your business name and domain will incur a **\$30 base fee**.

This fee reflects the considerable work required behind the scenes. These changes affect far more than just DNS records or domain entries. They involve renaming within internal systems such as monitoring dashboards, alerting platforms, panel references, client identifiers, documentation links, and more.

While the change may appear straightforward, it triggers a chain of updates across multiple systems, each of which takes time and precision. We're happy to make the adjustment, but please be aware that it's a detailed and time-consuming process — hence the charge.

Outside System Administrators

As the sudo warning states: with great power comes great responsibility. For that reason, we do not permit outside system administrators to access your systems. All of our SA's are trained and background-checked to ensure they provide the highest level of support with minimal disruption. We cannot verify the skills, history, or intentions of your additional staff members, and therefore cannot guarantee the same standards. If you absolutely require them to have access, we will proceed only on the understanding that we take no responsibility for any issues they cause, including but not limited to breaking existing systems or altering implemented configurations.

Privacy & Data Protection

All information provided by you is confidential and secure, not sold to third parties and all staff at Jasmeow.Systems has no intention of causing problems maliciously. If you have any doubt, please get in touch with management or glance at our many reviews by other clients.

With regards of the broad term of "your information", this includes, but not limited to: The systems with SSH login information, assets of your project and conversation history between you and our system administrators.

Data Loss & Significant Issues

This situation happens rarely but can occur under stress, undertrained system admins or misunderstanding the request from you. We are not responsible for any data, file, or code loss of the products/services you have on your systems after purchasing our support, but this would be extremely disrespectful to the client.

Simply put, if user error has occurred on our end such as overwriting a MC server with another by accident or losing a database, then we will pull from backups (if applicable) and take it from there, dealing with the issue and helping as much as we can. If later down the line our implementations of a solution will cause or has caused a problem, you can't hold us responsible either, as it was out of our control. An example of this would be crons running on a WHMCS instance and suspending or terminating customer servers.

Another example to this clause is having your public IP address being exposed on websites which report historical data regarding applications being hosted on your system and/or ports being open. We always follow highest security standards and make sure firewalls are enabled, but on the rare occasion this cannot be completed to a satisfactory standard such a modded MC network or a hosting company, we will not be covering the financial loss for purchasing an alternative or additional IP to your system which has been exposed.

Remember that this is a **case-by-case basis** so we will do as much as possible to get you back online and operational. We **do not** under any circumstances provide financial reimbursement for data loss unless instructed by legal representatives. If you are handling a transaction dispute on a well-known forum site such as BuiltByBit, we will still not provide return finance unless there is significant evidence of our incorrect judgement to deal with the situation with evidence of your previous data. This is then up to the discretion of the moderator. If there is no proper valid evidence to satisfy your claim, we will not return such benefit.

Lifetime Services

We do not support lifetime services under any circumstances as this can easily be abused in the future after becoming a client such as asking for significantly unreasonable requests which will take up our team's time to the point of neglecting other clients.

Direct Messages

Any system admin or management team member will not handle any request in direct messages no matter the situation or problem. Doing so will not get your request handled. If you are sharing private information, you are free to DM the system administrator responsible but any other information please keep in the comms-chat channel. There are exceptions to this rule which is outlined below:

- You are adding or removing a staff member/another owner who is also part of your network or business. For example, Steve & Jack are in the client category "MineWorks" and Steve (the main owner) asks for Jack to be removed from all chats and all the passwords changed in the vault.
- Personal discussions not related to the operations of Jasmeow.Systems, such as friend on friend conversations or sharing links not related to your network or business.

Out Of Hours Support Charges

Requests for our system administrators to work outside of reasonable support hours will not be tolerated as standard practice. Any such work is at the discretion of the administrator involved and may incur an additional charge, which must be agreed upon and paid before the work is carried out. This policy is in place to prevent misuse of our time and to ensure fairness to our team.

You are, of course, welcome to send messages at any time in your comms-chat and one of our team will respond as soon as they are available. We simply ask that you remain mindful of time zones and reasonable working hours when doing so.

Examples of unreasonable requests include:

- Asking a UK system admin to download an urgent backup at 5AM their time when they are sleeping or about to go offline.
- Expecting one of us to remain on standby throughout the night after a network release/reset/SOTW without an advance plan and payment in place in case of downtime.

Late Invoices & Termination

Late invoices can cause problems with organising your support, take this as a fair warning cautiously as any delay to the invoice means you will have problems with players connecting, services not running, network outages or even downtime.

Clients who use external services who do not pay their invoice on time will cause the following issues:

- **TCP Shield** – Game shield plans are due the next day at **9AM UTC**. Missing payment will cause us to implement restrictions to your network connections such as disabling player connectivity.
- **OVH** – If we are renting your dedicated system due to the lower costs on the Canada OVH site instead of the US OVH site, missing payment will mean we will **terminate** your dedicated server at **2AM UTC**. We are not responsible for data loss if this occurs as we are not paying for a service which you aren't paying for.

If you are paying for our services and not any external providers on top of your invoice, we will be reasonable and wait 2-3 days, dependant on your history and reasoning for late payment. Do note that any client who is difficult or disrespectful will result in a discussion being raised for immediate suspension of services and a removal from our systems.

Clients who are not contactable after **5-7 days** will be **investigated** and we will try to get your **attention** by any means necessary. An example would be that we would cause minimal disruption, stopping your access to your MC network for your players if you are running a 100-player network but blatantly ignoring us even though you are active in your Discord lounge for that network, turning off the proxy and disabling the port.

Remember, we aren't malicious, neither looking for an argument, but when we still have access to your system, and you are being a major inconvenience, we will take action. A situation like this is **extremely rare** and is a **case-by-case basis** of how extensive we will take the restrictions or sanctions. We do not condone activity like this in the slightest, but this has occurred on numerous occasions, so this clause unfortunately has to be included. **Do not** make it come to this.

This isn't illegal, neither does it warrant a bad statement or review from you after the situation has been resolved. Think of it as bailiffs repossessing your personal belongings when you don't pay an invoice from a company.

Disruption & Malicious Intent

Any attempt to disrupt or damage our reputation or our Discord community in any way without proper, factual evidence will result in an immediate removal from our Discord lounge, ending your service with zero refunds.

This clause also includes any intention of deceiving our staff such as planting honeypots or misleading us in an attempt to make our service look unreputable or dispute a statement. Additionally, edited Discord screenshot messages will not be valid as we take full archives of our clientele channels at the end of your service.

Disruption By Resolution On Own Basis

We understand that your business is important and needs to be operational at all times, so in order for issues not to occur if changes are done by yourself or your staff team, we are including a potential fee added to your invoice if we have immediate suspicions or confirmed evidence that the changes done have caused knock on issues to players connecting, disrupted access to your website or software platforms, or other such problems. Keep in mind that this clause is handled by a **case-by-case** basis, as repeated elsewhere, and this clause will highly doubt be used once, but it's being included to stop incompetency.

Common Courtesy

You may not open tickets in Service Teams or with other freelancers, make requests on BuiltByBit forums or other such alternative contact means while engaging in conversation with us in our Discord which results in significant conflict of interest, such as system administration support. This is to prevent commission sniping and confusion. Honestly, this is just rude so please don't do it. We will reply to you as soon as we can and if for any reason you are seeking someone else, please let us know beforehand.

Leaving Us

If you are considering leaving Jasmeow.Systems, we have a few rules that need to be followed before the departure of your network or business from our administration and management. Leaving us is simple if you are cooperative and have mutual understanding, respect and work together on managing your systems appropriately for new access to be granted to different individuals.

We require seven (7) days notice before leaving us as a common courtesy so we can advise you on the next steps, such as moving to another individual or team, discounts you may lose, benefits of staying and any other additional comments made by management.

- Moving to another system administrator or systems team will be subject to scrutiny by our team and we will advise if using their operations is viable. It is up to you to make your decision whether this will be beneficial for your continual future endeavours. This can include losing benefits you have such as discounts from additional services, partnership deals with external companies or even additional support staff which we have.
- Leaving us for "personal reasons" will not be valid reason and a more justifiable reason must be provided, such as "too expensive", "not required anymore", "no adequate support", etc. If such a reason is provided and you are leaving to another system administrator, you will be banned from returning to our services. It's highly disrespectful to our team members as none of us can reflect and look back on how we can run operations differently and possibly modify our rules to better support clients for what they are paying for.
- All invoices must be paid in full if any are outstanding recurring products or services that you are using, such as a rented dedicated system from a hosting provider. An example of this is a system in commitment that has 7 more months left of its 12 month commitment where this must be paid **in full** before departure, as we do not want to be left with your system on our accounts.

We here at JS are not malicious and leaving us is not a problem, you just need to be honest. Honesty goes a long way in the market and if you aren't transparent, we will simply not work with you as a client again in the future. Losing out on a client doesn't change anything to do with our operations, neither will we be "salty", "distasteful" or "condescending" about your departure, you will simply just be blacklisted as someone who is extremely difficult to work with. It doesn't matter if this is a professional terms of service, we say it how it is and don't cut corners.

Cancellation Of Services

Following on from term **Leaving Us** above, if an invoice is raised and you have not informed us to cancel services, whether it be our monthly cost or another invoice from a forwarded third party such as OVH, before it is sent, you will be forfeiting any cancellation for that month as we bill for the month in advance. This term is in place to prevent intentions of just cancelling our services on your billing day, leaving us to pick up the slack from third party providers. For clarification, this term includes **ANY** product/service on the invoice once sent.

Chargebacks – Us & Other Providers

Initiating a chargeback against our services will result in **immediate termination of all active services** and a **permanent ban** from accessing or purchasing from us in the future.

We take chargebacks seriously and will pursue **all available legal avenues** to recover any outstanding balances, including but not limited to **filing claims through Small Claims Court for UK-based clients**, **and this has been successful**.

We maintain a strict **zero-tolerance policy** regarding any discussions about initiating chargebacks — even if directed at other providers (e.g., *"I'm going to chargeback X for bad service"*). Clients who engage in with succession on such actions will be **terminated** from using our services. We do not work with individuals who engage in entertain chargebacks, as it presents an unnecessary risk to our business. If you have issues with another provider, we expect those to be handled privately and appropriately, not discussed or acted upon while under our services. If you need assistance with a well-mannered support ticket addressing your concerns, then let us know **first**.

Abuse

We do not tolerate abuse towards any of the team as this is unacceptable. Be kind and respectful to any authorised staff or we will simply cancel your services without a refund. Common decency and courtesy are required for any communication, and we can refuse a task that is extremely not well thought out in terms of planning and implementing such changes.

Remember, we all are very fair and know how annoying it is when an issue can't be solved immediately, and we respect downtime or high-level issues causing significant disruption.

Final Footnote

When joining and being a part of Jasmeow.Systems, the management teams' word is final. We will not be changing our minds or making compromises. If you do not have a valid reason for a significant change that will affect connectivity for players or customers, we will not be carrying out the task(s) due to the risks involved of later on receiving undermining comments from the sending party, data loss or other such disagreements.

We wrote these terms to provide more clarity into our service and what we provide as a whole. Please don't argue or "fight" with us as we've collectively done system administration for a substantial amount of time and know what outcome will happen if basic common sense isn't followed. Remember, System Administration is a broad topic, and some members of the teams expertise might not be brilliant in one instance but fantastic in another, so this is why this team was formulated to support each other and to ask questions to solve the issue that is currently ongoing.

Many things in the system administration industry are out of our control such as providers with unreliable hardware, so please be considerate while we make sure everyone has been provided support to the highest level of satisfaction.

Blocked Hosting Providers, Services & Support

Below is the list of hosting providers, plugins, addons, themes, other features, or additions we will **NOT** be installing and configuring under **ANY** circumstances for very good reasons. We will not be having any discussions about it, and we are not putting our clients at the risk of incompetent developers or malicious actors.

Verus - AntiCheat – Plugin

Description Of Risk: This plugin requires you to open the firewall port 10311 to the host session.verusdev.xyz, TCP protocol.

Simple Description: The plugin has been written where the sending request is coming *from* a host to check legitimacy of ownership to this plugin rather than the plugin *reaching out* to ask if it's fine to be used, such as IP whitelisting for WineSpigot.

Issues: Numerous:

- If you are running Pterodactyl and have the AntiCheat on more than one server, it won't confirm the plugin for that port as you can only allow one port open for an IP address. Work arounds are buying another IP or asking them to use another port, but this just isn't viable.

- Developer attempts to hide the issue by stating “All the other big networks use it and more than happy using our plugin” – I really couldn’t care less. It’s insecure and incompetent. If you want to check for clients taking your plugin or reverse engineering it, do an IP whitelist and not a firewall change. Recommended this but got immediately hit back and was blatantly rude to me in the process, calling in 2 other “system admins” with “certifications” to try and demoralise my expertise and decent bit of common sense.
- Opening up a port to an unknown provider is daft as all hell – You are allowing any information of any sort from a foreign server which you haven’t had experience with. You don’t know their malicious intent or their security. If they get hacked, all the attacker has to do is fire attacks at that port to take you down on a mini-DDoS or whatever.

Mail Senders & Receivers – Mailservers – Software

Description Of Risk: Installing a mail server on a development or production system is a serious risk of attack and brute force malicious intent. Consistent security changes, upkeep of your IP reputation and configuration issues are to name a few of the most common problems when running one.

Simple Description: Mail servers are used for hosting your own email for free instead of using a provider such as Google GSuite or Microsoft 365 but comes with an extensive list of drawbacks which can be explained in Jasmine’s documentation.

Issues: <https://docs.jasmeowthecat.lgbt/books/self-hosted/page/mail-servers-why-shouldnt-i-install-one>