

“Our cloud hosting servers are connected to one of the most reliable and resilient networks in the UK”

	BRONZE	SILVER	GOLD
Price	£10 / month / site	£60 / month / site	£100 / month / site
Disk Space	1GB	2GB	3GB
Traffic Bandwidth	Unlimited ¹	Unlimited ¹	Unlimited ¹
Availability 99.9% Uptime Guarantee	✓	✓	✓
Full SFTP Access	✓	✓	✓
SSL Certificate Your website running over a https connection	✓	✓	✓
Disaster Prevention			
Regular Back-ups Automatic back-up of website files and data to cloud storage	✗	✓	✓
Malware Monitoring Automatic security scanning for malware	✗	✓	✓
Security Updates Website and plugin security updates undertaken	✗	Every 2 Months	Every Month
Website Firewall Prevent against DDOS, XSS and SQL Injection attacks	✗	✓	✓

Disaster Recovery			
Website Restore ² From back-ups (automated on Silver/Gold)			
Malware Removal ² Complete website hack cleanup			
Search Engine Recovery ² Following an attack, remedy blacklisting and 'dirty results'			

Notes

1. Subject to reasonable fair use, and ensuring other services and users aren't affected by your bandwidth traffic.
2. We can help clients on Bronze Hosting to restore their website in the event of a disaster such as file deletion or hacking attack, but with the following caveats:
 - a. The back-up may be the last development version we hold (Bronze plans). We are not responsible for taking back-ups on your behalf. This may result in the loss of recent files or data.
 - b. Restoring a website may be chargeable, depending on the circumstances. If your site is unavailable due to problems with our hosting, we will restore your site for free, to the last back-up version we hold. This may or may not be up-to-date (see note 2a above).
 - c. Restoring a website on the Bronze plan after a hack would be chargeable.
3. Bronze Hosting is provided as-is, which is allocated space on our web servers. Sharing an approach used by many other shared hosting providers, Seven Pixels Ltd is not responsible for taking back-ups on your behalf.

Liability

Our servers are monitored 24/7 and we are alerted to server problems within minutes of them occurring. Problems are rare, but nevertheless they do occur.

We guarantee 99.9% uptime, but when permitted by law, Seven Pixels Ltd, and Seven Pixel Ltd's suppliers and distributors, will not be responsible for lost profits, revenues, or data, financial losses or indirect, special, consequential, exemplary, or punitive damages as a result of using our hosting services, or problems with our hosting services.

To the extent permitted by law, the total liability of Seven Pixels Ltd, and its suppliers and distributors, for any claim under these terms, including for any implied warranties, is limited to the amount you paid us to use the services (or, if we choose, to supplying you the services again).

In all cases, Seven Pixels Ltd, and its suppliers and distributors, will not be liable for any loss or damage that is not reasonably foreseeable.

By paying for and agreeing to a Seven Pixels hosting plan you are accepting these terms and liability conditions.