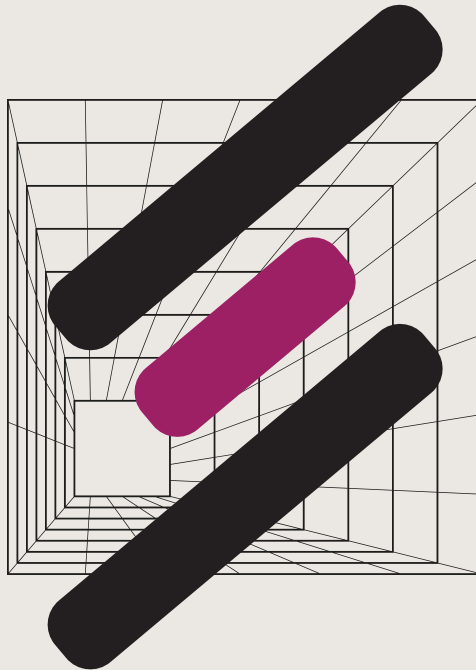# Assalamualaikum

StarLicense (SLS)

Terms Of Services & Legal Documents for users

www.starlicense.net

User Agreement
Section: 1

We have some terms & conditions in our StarLicense. You already agreed while purchasing it. So have an overview of what you have made an agreement for. Our first and main condition is by registering/purchasing on starlicense, you fully know that the licenses are not original and are Bypassed/Shared. Secondly, Under no circumstances should you send access to builders like your parent company cPanel and other builders

Customer Support
Section: 2

We provide 24 hrs premium support to every client & reseller. You can contact us via LiveChat, WhatsApp (Call, Message), Ticket & E-Mail. But we only accept calls if you have taken a service from us. It's better if you contact us through WhatsApp but you need to allow us a few minutes to respond to your message on LiveChat/WhatsApp. We usually take up to 1hrs to respond to E-Mails & Tickets.

Renewals
Section: 3

Users should renew their services before 1day of renewal dates, means services can be suspended before 1day so make sure you renew your services before one day of your accurate renewal date. We will not accept any request like (Example): "Please renew my service I will give you money later". Because our agents don't have access of our system its totally an automated system. If you renew your service will be activated automatically. If you don't then your service will be suspended besides there is 10% late fee like if you paid late then.

Agreement

Terms Of Services with our user

Gateway Charges
Section: 4

You are also agreeing to pay extra gateway fees. bKash (2.00%) & Paypal (6.49% + 0.30) Charge included. bKash is for those people living in Bangladesh. As per people's request, we added bKash and PayPal for global. And if you want to do a card payment then that is also fine but you need to atleast add $100 funds while doing card payments through paddle and there is a paddle gateway charge (5%+50¢ + Country Vat). Sometimes we face difficulties in our PayPal if you see PayPal option is unavoidable then simply message us in support (WhatsApp, Web LiveChat, Emails & Tickets). We will send you a PayPal E-Mail Address to send us the payment

Product Setup
Section: 5

All the products in Star License are automated. But few of them are not automated. For the product which are not automated, you will get an E-Mail about how many hours it can take for delivery. Usually, WHMCS services are not automated such as (License Installation & Setup, and Addons) are not automated but all other services are fully automated. Note that if you have purchased a monthly or yearly plan, your service will be suspended the day before the renewal date, so renew at least 4 days in advance. If you come later and tell us about the matter we will show you our Terms & Condition's this section.

Refund Policy
Section: 6

We have "0" refund policy on adding funds & WHMCS Authorised Function. All of our products are not refundable but If you mistakenly ordered a product of ours which you actually don't need and want a refund then contact us via ticket/live chat. If the product can be refundable we will give you 10% – 50% back. But we are telling you to check twice before ordering there is a label called "For VPS Only, For Dedicated Servers Only & For VPS & Dedicated Both".

IP Changing
Section: 7

You can change your IP address onetime for free but if you want to change your IP address again then you need to pay us $2 for per license extra. Ifs our rules to prevent spamming. This rule can't be change or can't be compromise for anyone.

Disclaimer
Section: 8

If we heard that you have insulted our agents / our services via "LiveChat, Forum, Ticket, E-Mail" then your account will be closed and your services will be suspended without any refund & without any notice. Besides, you can't use the "product reseller (modulegarden)" module to resell the system of our license. If you want to give another guy to resell our services then simply contact us we will provide a commission system to you.

E-Mail: support@starlicense.net

WhatsApp: +12136543237

Website URL: www.starlicense.net