



# Subscription Terms for greenBackup Private greenBackup Free

The subscription terms for our products vary. The individual contract concluded with green.ch always applies.

## 1.1 Invoicing period and subscription length

All invoices are payable in full within 30 days of the invoice date. Late payments will incur a late fee of CHF 25.00.

Minimum subscription length: 12

## 1.2 Billing method

The invoicing occurs every two months retrospectively. The invoice includes the subscription fees and the costs for the used storage of the previous month.

## 1.3 Late payment

In the event of late payment, the company is entitled to block access immediately. If service is deactivated due to late payment, the signal will be reactivated upon written request and on receipt of payment of the open invoices plus the setup fee and an administration fee of CHF 40.00.

## 1.4 Subscription upgrades and downgrades

A subscription change can take place in each case with immediate effect. Please take note, that a certain profile cannot be transferred to another subscription type. The backups that have already been created must therefore be recreated.

## 1.5 Fair use policy

Services whose use and/or scope are not limited by green.ch are provided as fair use. If use is determined to be excessive, i.e. it drastically affects the performance of systems or data links, green.ch has the right to limit or deactivate the customer's access to these services accordingly. Excessive use can be caused, for example, by offering music, video and/or image downloads and other data-intensive applications.

## 1.6 Cancellation

After the minimum subscription length of 12 months has expired, subscriptions can be cancelled with 1 months notice to the end of the subscription period. The cancellation must be made in writing by support request (ticket) or by letter/fax. The ticket must be submitted via the customer portal (<https://my.green.ch>). If the subscription is cancelled before the agreed minimum subscription period or to a date that was not agreed, reimbursement is excluded. If not cancelled, the subscription will be tacitly renewed for another 2 months. The use of the subscribed products are not actively monitored by green.ch.

[green.ch Terms and Conditions](#)