



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 sub- scription length

All invoices are payable in full within 30 days of
the invoice date. Late payments will incur a late
fee of CHF 20.—.

Minimum subscription length: 12

1.2 Billing method

The invoicing occurs every two months retro-
spectively. The invoice includes the subscrip-
tion 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
50.—.

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 lim-
ited 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 deacti-
vate 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 applica-
tions.

1.6 Cancellation

After the minimum subscription length of 12
months has expired, subscriptions can be can-
celled 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 re-
newed for another 2 months. The use of the
subscribed products are not actively monitored
by green.ch.

[green.ch Terms and Conditions](#)