



Terms & Conditions

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General

RBack is a provider of backup solutions for home users and small businesses. RBack are committed to providing a friendly and professional service for all customers.

Software

The software supplied by RBack is free to download and install onto multiple computers at any location. The software is supplied 'as-is' with limited support only to users who subscribe to the RBack subscription service. The software is provided as a stable version and there are no known bugs or errors once released. We do not except any responsibility for loss of data or damage which may have been a result of running this program.

You may not disassemble, decompile or modify the program or its components in any way. You may distribute this software via any media, only in its original installation setup file.

If the customer wishes to use their own third party software to backup files to the RBack servers they must contact RBack support first to ensure that the software will be compatible with the RBack servers.

If the customer uses their own third party software to backup and restore data to and from the RBack servers, then they take full responsibility for that software and the backup and restore processes that the software provides. In no way will RBack be held accountable for any failures due to third party software.

Storage

Storage is allocated to the customer during the setting up of the account by the administrators. Administrators cannot always setup the account immediately but will generally do so within 2 hours but not more than 48 hours.

Customers may not store data on RBack servers that may breach UK laws such as paedophilia.

Storage can be upgraded at any time to a higher amount by contacting RBack. RBack must be given ample notice in order to upgrade the account. By upgrading an account the



monthly payments made by the customer will increase per month to the specified amount for that storage amount.

All storage is compressed by either the servers or the client software and is encrypted using the Rijndael encryption method.

RBack will not be held responsible for any data loss, incomplete backups or restorations by the customer or by the software being incorrectly setup. By subscribing to RBack the customer takes full responsibility for any failures in the backup or restoration process.

Customers who store data on the RBack servers do so at their own risk. We only provide the means in which to store the data, we cannot be held responsible for any failures other than that of the RBack servers.

Subscriptions

Subscriptions are paid through Pay-Pal's secure network. New customers have 30 days in which to try the software after which payments will begin to be withdrawn from the customers account. Payments will be taken monthly or at an agreed period. Monthly payments will generally fall on the date the customer first subscribed to the RBack service.

Subscriptions can be cancelled during the first 30 days of the trial period or at any time after the trial period. In order for the cancellation process to be more effective and less prone to delays customers are advised that if they wish to cancel there subscription during the trial period they must contact RBack as soon as possible before the 30 days trial period ends. Payments made after the 30 day trial period will not be refunded if the subscription is cancelled by the customer.

RBack reserve the right to cancel subscriptions at any time without notice if RBack feel that the account is being misused or that data being stored on the servers is inappropriate.

Support

Customers are provided with limited support once they subscribe to RBack. This support includes full support for data storage and accounts. Limited support is given to the software.

If customers would like to provide feedback or get support, then they can email support@rback.co.uk