

## Terms of Service

We do have a few rules that you should stick to, read them here!

The Service is provided to authorised persons or organisations (referred to in this document as "Subscriber" or "you"). Any use of the service is subject to any restrictions listed below. By using the Service, you agree to be bound by all of these Terms and Policies. If you do not agree to be bound by these Terms and Policies, you must cancel your account immediately and may not thereafter use or attempt to use the Service.

This TOS specifically relates to services provided by StreamJamz.com, and does not cover any other entity, thus meaning you are unable to claim fault of service due to a third-party or if your equipment fail or if an operational procedure is not done or followed correctly.

**Coverage** - If you are an individual Subscriber, these Terms and Policies apply to all persons who gain access through your account. If you are a commercial Subscriber, these Terms and Policies apply to all your employees, agents and/or customers. In either instance, a violation of these Terms and Policies by anyone using your account will be treated as a violation by you. The Terms of Service specifically relate to services provided by StreamJamz.com; external matters are not at the discretion of StreamJamz.com.

**Term** - The Service is provided to you for as long as you wish to use it, however we withhold the right to terminate the service if you use it in a way that violates the terms of use.

**Suspension/Termination** - StreamJamz.com reserves the right to suspend and/or terminate any service at any time if we see fit, or if you are found to be abusing these Terms.

**Our Staff** - Our staff deserve the right to work in a safe, and non-abusive environment. As such, we kindly remind you that swearing, or being abusive towards our staff is prohibited.

**Prices and Charges** - StreamJamz.com provides the use of Centova Cast and other control panels to you free of charge, but if through misuse or through abuse on your part we incur any charges, we reserve the right to pass these charges on to you.

**Refunds** - StreamJamz.com only allow refunds within the 7 days from order, cooling off period. The user is entitled to the whole amount that was given to StreamJamz.com via the selected payment method. Addon services such as extra listeners slots and port changes are not eligible for refund. StreamJamz.com reserves the right to deny any client a refund if these terms are violated. StreamJamz.com reserves the right to refuse to refund for any reason and/or waive the "cooling off period" should there be a valid reason to do so.

## **Services offered**

(i) A Service fee of \$75 will be charged if we are asked or emailed regarding anything outside of the scope of our services.

(Examples) 1. Audio/video Encoder setup.

2. No sound or video getting to encoder from mixer.

3. Broadcast settings disappear or encoder not checked off

4. Scheduler and Ad Schedule Setup

(ii) If a studio setup is needed there is a fee for that as well, that will be determined based on conversation regarding setup and time.

## **Account Etiquette**

(i) Any account found with potentially fake and/or fraudulent data risks termination without explanation or compensation.

(ii) Any account found with inconsistent information will also be subject to termination without warning.

Last Updated - 2/01/2017 at 10:00am