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Payment Terms

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VERSION

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MozOut Kenya

RLX Holdings (Pty) Ltd. · Group RLX Holdings

Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

<https://www.mozout.com/ke/payment-terms>

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Type	Agreement
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Brand	MozOut Kenya
Group	RLX Holdings
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VERSION HISTORY

Version	Date	Change
v2026.08.24	24/08/2026	Revision: closing section shared by the four documents

The version in force is the one published at [mozout.com/ke/payment-terms](https://www.mozout.com/ke/payment-terms). Printed copies are not controlled: always check the online version.

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Important Legal Agreements

On this page, the terms “we”, “us” and “our” refer to MozOut International, a trading name of RLX HOLDINGS (PTY) LTD. The terms “you”, “your”, “user” and “customer” refer to any individual or entity that accesses this website, contracts our services or uses them.

MozOut provides web hosting to clients worldwide, and we have a responsibility to protect each client and provide the best services available. All MozOut clients are subject to the following terms of service:

1. Indemnification Policy

You agree to use all MozOut services and facilities at your own risk. MozOut specifically disclaims all warranties of merchantability and fitness for a particular purpose. In no event shall MozOut be liable for any loss or loss of data or other commercial damages, including, but not limited to, special, incidental, consequential or other damages.

Customer agrees that it shall defend, indemnify, save and hold MozOut harmless from any and all demands, liabilities, losses, costs and claims, including reasonable attorneys' fees against MozOut, its agents, its customers, officers and employees, which may arise or as a result of any service provided or performed or agreed to be performed or any product sold by the customer, its agents, employees or assigns. Customer agrees to defend, indemnify and hold MozOut harmless from any harm to persons or property caused by any products sold or otherwise distributed in connection with MozOut's server.

MozOut reserves the right to intervene on any of the sites hosted on its servers in the interests of its customers. Any material provided by the customer infringing or allegedly infringing the proprietary rights of a third party. Copyright infringement of any defective products sold to the customer from the MozOut server. MozOut shall be the sole judge of what violates this Policy.

2. Billing

At that time, we bill monthly, quarterly, semi-annually, annually, bi-annually and triennially depending on the plan. If you are not satisfied within the first 15 days, we will be happy to provide you with a full refund (for some special offers, the money back day may vary; and Domain Registration, VPS Server, Cloud Server, Dedicated Server, SSL Certificates and other types of services are non-refundable) or refund policy is only valid for Web Hosting plans.

We accept mobile money (mKesh, M-Pesa, e-Mola), Multicaixa Express, Entity and Reference, Bank Card, PayPal, Cryptocurrency (BTC and others) and Bank Transfer; the methods available depend on the country of your account. See how to pay with each one in [Payment methods](#). For Web Hosting plans, we will set up your account without any payment. Customers are encouraged to use one of the instant methods, as they settle the invoice automatically and the service is activated or renewed within seconds; bank transfer requires a manual check on our side and the proof of payment to be sent to us. There are no contract periods, but for each successive period, your contract is automatically renewed unless notified otherwise.

3. Late Payments

All accounts are billed according to the dates they were first activated and according to billing cycles. If you do not pay for the service renewal within 7 days of the expiration date, your account will be suspended. If you still do not pay for the service renewal within 15 days of the due date, your account will be terminated. You will receive an email notifying the suspension and/or termination of the product and/or service. When the service is terminated, the unpaid invoice is cancelled automatically. We charge no interest and no late payment fee.

4. Acceptable Use Policy

All services provided by MozOut may be used for lawful purposes only. Transmission, storage, or presentation of any information, data or material in violation of any United States Federal, State or City law is prohibited. This includes, but is not limited to: copyrighted material, material we judge to be threatening or obscene, or material protected by trade secret and other statute. The customer agrees to indemnify and hold harmless MozOut and its employees from any claims resulting from the use of the service which damages the customer or any other party. Our acceptable use policy is actively and strictly enforced. Offending content or users are suspended from our network, usually as soon as they are discovered, although we will always inform you when and why any action has been taken. Pornography is prohibited on all MozOut servers. This includes sites that include sexually explicit or hardcore images and/or advertising.

Customer acknowledges that the service provided is of such a nature that service can be interrupted for many reasons other than the negligence of the company and that damages resulting from any interruption of service are difficult to ascertain. Therefore, customer agrees that the company shall not be liable for any damages arising from such causes beyond the direct and exclusive control of the company.

Customer further acknowledges that the company's liability for its own negligence may not in any event exceed an amount equivalent to charges payable by customer for services during the period damages occurred. In no event shall the company be liable for any special or consequential damages, loss or injury.

Illegality In any form, including but not limited to the unauthorized distribution or copying of copyrighted software or other data, harassment, fraud, trafficking in obscene material. Undesirable Content Certain types of content are not allowed on our network. We do not host adult content of any description. Content relating to Hacking, Cracking, Warez and IRC is not allowed. Software, audio and video downloads may only be hosted if you are the writer and copyright owner of the resources or you have a right to distribute the materials. Accounts suspended due to content or AUP violation are not refunded under any circumstances.

5. Limitation of Liability

MozOut shall not be responsible for any claimed damages, including incidental and consequential damages, which may arise from MozOut servers going off-line or being unavailable for any reason whatsoever. Furthermore, MozOut shall not be responsible for any claimed damages, including incidental or consequential damages, resulting from the corruption or deletion of any web site from one of MozOut servers. All damages shall be limited to the immediate termination of service.

6. Disclaimer

MozOut cannot be held liable for system downtime, crashes, or data loss. We cannot be held liable for any predicted estimate of profits in which a client would have gained if their site was functioning. Certain services provided by MozOut are resold. Thus, certain equipment, routing, software, and programming used by MozOut are not directly owned or written by MozOut. Moreover, MozOut holds no responsibility for the use of our clients accounts. If any terms or conditions are failed to be followed, the account in question will be automatically deactivated. We reserve the right to remove any account without advanced notice for any reason without restitution as MozOut sees fit.

7. How to Request a Refund, and How It Is Returned

Refunds are requested from **My MozOut**, by opening a ticket with the Finance Department, within the period and under the conditions set out above. Tell us which service and which invoice it relates to.

As a rule, the approved amount is credited to your account and is then available to offset your next invoices automatically, with no expiry date and without you having to write to us again.

If you would rather have the money back, we return it by bank transfer, on request and assessed case by case. In that case we need the bank details of the account holder, and how long the transfer takes to arrive depends on the bank and not on us.

Either way, the refund is made in the currency in which the payment was made. We do not refund services listed in the previous section as non-refundable.

8. Relationship between these documents

The Terms & Conditions, the Payment Terms, the Service Agreement and the Privacy Policy together form the agreement between you and RLX Holdings (Pty) Ltd.. Where they differ, the Terms & Conditions prevail, except in anything concerning personal data, where the Privacy Policy prevails.

What is written in these documents prevails over information given by any other means, including the chat, the automated assistant, email and the telephone. The version in force is the one published on this website on the date you contract the service, and the date each page was last changed is shown at the top of that page.

9. Changes to these documents

We may change these documents. Substantial changes take effect 30 days after publication and are notified to the email address registered on your account; corrections of typographical errors and clarifications that do not alter rights or obligations take effect on publication. If you do not agree with a substantial change, you may cancel your services before it takes effect.

10. Governing Law and Jurisdiction

This agreement is governed by the laws of the State of Missouri, United States of America, where RLX Holdings (Pty) Ltd. has its seat at 1111 Olive Street, Saint Louis, MO - 63101. The courts of the State of Missouri have jurisdiction over any question arising from its interpretation or performance, to the exclusion of any other forum.

Annexes

Annex A, Related documents

Terms & Conditions	RLX-KE-CON-TC	mozout.com/ke/terms-conditions
Payment Terms	RLX-KE-CON-PAG	this document
SLA Agreement	RLX-KE-CON-SLA	mozout.com/ke/sla-agreement
Privacy Policy	RLX-KE-POL-PRIV	mozout.com/ke/privacy-policy
Support Policy	RLX-KE-POL-SUP	mozout.com/ke/support-policy
Copyright Policy	RLX-KE-POL-DA	mozout.com/ke/copyright-policy

Annex B, Accepted payment methods

mKesh	M-Pesa	e-Mola
SIMO	Entity and Reference	Multicaixa Express
Multicaixa Reference	Visa	Mastercard
American Express	PayPal	Google Pay
Apple Pay	Cryptocurrency	Bank Transfer

About MozOut Kenya

MozOut is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

MozOut is one of the pioneers and leading hosts of the kenyan online industry

Founded in 2020

MozOut was founded in 2020 at the time of COVID-19 and we have been on an epic journey ever since. We had a simple idea to let you create a totally FREE website to take off your projects and with total freedom to express yourself online.

Over 37,000 clients

We have implemented a world-class website hosting infrastructure with more than 37,000 customers worldwide, with more than 130 subscriptions per day. We develop robust technology to help you learn, create and grow.

Driven company

We owe a huge thank you and respect to our community for joining us on this exciting dream journey, and we want you to continue to be part of our history for the efficient development of our community, culture, society and nation.

WHERE WE ARE

MozOut Kenya

72 York Road, Kensington, Johannesburg - 2094
South Africa, Gauteng

RLX Holdings

1111 Olive St, Saint Louis, MO - 63101
United States, Missouri

WHAT WE DO

Hosting

Web Hosting
Business Hosting
WordPress Hosting
Reseller Hosting

Services

Website Creation
Professional E-mail
SSL Certificates
Website Security

Servers

VPS Server
Cloud Server
Dedicated Servers
Streaming Server

Domains

Register Domain
Transfer Domain
Renew Domain
Domains WHOIS

COMMITMENT TO SOCIAL DEVELOPMENT

I Want to be a Partner

We believe in the transformative power of social initiatives and mobilize to collaborate with projects that make a difference where they operate. We have created some guidelines to facilitate and join forces with partners. Share ideas by e-mail.

I Want Incentive

We vibrate by overcoming barriers through Education, Culture and Sports, and we support initiatives that seek social evolution. If you have an idea that has to do with our values and our guidelines, we are waiting for your contact by e-mail.



Online version of this document

MozOut is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

MozOut Kenya

RLX Holdings (Pty) Ltd. • Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	72 York Road, Kensington Johannesburg 2094, Gauteng, South Africa
CONTACT	info@mozout.com • +27 78 823 3325 • www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed