



Generated on 13/10/2026 05:42

AGREEMENT · PUBLIC DOCUMENT

Terms & Conditions

Last updated on 24 August 2026

CODE

RLX-KE-CON-TC

VERSION

v2026.08.24

COUNTRY · LANGUAGE

Kenya · English

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/terms-conditions>

Document control

Title	Terms & Conditions
Type	Agreement
Code	RLX-KE-CON-TC
Version	v2026.08.24
In force since	24/08/2026
Issued by	RLX Holdings (Pty) Ltd.
Brand	MozOut Kenya
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
Classification	Public document
Country · language	Kenya · English
Online version	https://www.mozout.com/ke/terms-conditions
Printed on	13/10/2026 05:42
Related documents	6, see Annex A
Fingerprint	0c4dfe0f c8bed1ac 7d786f8a b7f0e617 71c21822 97212bfb 2e7f8259 7c7e3d59 SHA-256 of the document text

VERSION HISTORY

Version	Date	Change
v2026.08.24	24/08/2026	Revision: new clauses and a closing section shared by the four documents
v2026.08.24	26/09/2026	Text changed without a new update date

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

Contents

1. Indemnification Policy
2. Billing
3. Late Payments
4. Suspension, Termination and Data Recovery
5. Acceptable Use Policy
6. Chat and Automated Assistant
7. Limitation of Liability
8. Disclaimer
9. Cancellation by the Customer
10. Domain Registration
11. VPS, Cloud and Dedicated Servers
12. Backups: ours and yours
13. Your Account and Your Credentials
14. Uses That Are Not Permitted
15. Reseller Plans
16. Account Migration
17. Relationship between these documents
18. Changes to these documents
19. Governing Law and Jurisdiction

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. 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. Suspension, Termination and Data Recovery

During the suspension described above, the website and mailboxes stop responding, but your files, email accounts and databases remain intact. As soon as the outstanding payment is confirmed, the service is reactivated automatically, with no waiting period and without you having to request it.

While the service is active, an automatic backup is taken once a day, in the early hours of the morning, and the backups of the last 30 days are kept, which you can restore yourself from the control panel.

When the account is terminated, the files, email accounts and databases are removed from the server. There is no longer a backup history: we keep only the last backup taken before termination, and only for 1 year. After that period, the data is permanently deleted and can no longer be restored at any price.

Within that 1-year period, you may ask support to recover the data. Recovery is neither guaranteed nor free: it depends on the backup still being intact and available, it is quoted before it is carried out, and it only proceeds once you approve the quote. The recovery fee is calculated from the monthly price of the terminated plan, according to the time elapsed since termination: **up to 30 days, 2× the monthly price; up to 90 days, 3× the monthly price; up to 180 days, 4× the monthly price; up to 1 year, 6× the monthly price.**

5. 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.

6. Chat and Automated Assistant

We run a support chat, on the website and inside the client area. The first replies come from an automated assistant; whenever the subject calls for it, or if you ask, the conversation is handed over to a person on our team.

By using the chat, you accept that the conversation is stored by us and that we may email you the transcript, to the address you give us. Your support requests (tickets) may likewise receive a reply generated automatically; those replies are always signed as the assistant, and never as a member of staff.

What the assistant writes does not bind the company. The assistant's replies are machine-generated, may be wrong or incomplete, do not replace an answer from a technician, and are not a promise, a quote, a warranty or any other contractual commitment on our part. If what the assistant tells you differs from what is written in these Terms, **what is written in these Terms prevails.** You can ask a technician to confirm at any time, and it is that confirmation that counts.

How we handle what you write in the chat and in support requests is described in our [Privacy Policy](#) (RLX-KE-POL-PRIV).

7. 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.

8. 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.

9. Cancellation by the Customer

You may cancel any service at any time from My MozOut, on the service itself. No support ticket, phone call or justification is required.

Cancellation comes in two forms: **immediate**, and the service is terminated straight away with no refund of the period already paid; or **at the end of the billing period**, and the service runs until its renewal date and does not renew. The cancellation request cancels the pending invoice for that service, if there is one.

Termination deletes files, mailboxes and databases. **Take your own backups before you cancel.** After termination, what is written above about data recovery applies.

Cancelling hosting does not cancel the domain, and cancelling the domain does not cancel the hosting. They are separate services and are cancelled separately.

10. Domain Registration

The domain belongs to the registrant named in the registry, not to us. We act as an intermediary with the national registries and accredited registrars. Keeping the registrant details and the contact email address correct and reachable is your obligation. Notices sent to an address nobody reads are the most common cause of losing a domain.

For **.mz** domains the national registry is CIUEM, and for **.ao** it is DNS.AO, under INFOSI. For generic domains, the rules are ICANN's and the registrar's. Eligibility requirements, required documents and deadlines are set by those bodies and prevail over these Terms in anything concerning the domain.

The renewal invoice is issued **90 days before** the expiry date, and notices are sent at 90, 45, 30, 15 and 7 days. The domain renews automatically unless you tell us otherwise. Payment must be settled **before** the expiry date, not on the day.

An expiring domain goes through stages: the website and email stop working; there follows a period in which it can still be renewed; then a recovery period, which requires a request to the registry, costs whatever the registry charges and **carries no guarantee**; and finally it is released and anyone may register it. The length of each stage is set by each registry and varies by extension. A domain that has expired or is in recovery cannot be transferred.

We do not hold domains hostage: you may transfer them to another provider once the registry's requirements are met. A mistake in the chosen name cannot be corrected after registration. Registration is irreversible and non-refundable.

11. VPS, Cloud and Dedicated Servers

These servers are **delivered manually by our team** once payment is confirmed. Unlike shared hosting, they are not activated automatically at the moment of purchase.

They are delivered with the operating system installed, full access to the machine and network connectivity. **Not included: control panel, backups, system administration, or application installation and tuning.** Any of these is contracted separately, at its own cost, at purchase or later.

The boundary of responsibility is this: hardware, network and power are ours; the operating system, updates, firewall, backups and applications are yours, on unmanaged plans.

| 12. Backups: ours and yours

On shared hosting we take an automatic daily backup, with the history described above, which you can restore yourself from the control panel. **On VPS, Cloud and Dedicated servers no backups are included.**

Our backups support day-to-day operation and **are not an archiving service.** Keeping your own independent copies of your content remains your responsibility, and we are not liable for data loss that a copy of your own would have prevented.

| 13. Your Account and Your Credentials

Access credentials are personal and keeping them safe is your responsibility. Anything done with valid credentials of your account is presumed to have been done by you. We recommend enabling two-step verification.

If you create additional accounts or grant access to third parties, you are responsible for what they do.

We contact you at the email address registered on your account, and keeping it current and reachable is your obligation. **Do not use as your contact address a mailbox hosted on the service you are contracting:** if it is suspended or terminated, our notices stop reaching you.

If you suspect your credentials have been compromised, tell us immediately. We may preventively suspend a compromised service to protect our infrastructure and other customers.

| 14. Uses That Are Not Permitted

In addition to what is set out in the Acceptable Use Policy, our services may not be used for:

high-yield investment programmes, Ponzi schemes and pyramid schemes;
penny auction and group-buying sites;
sale of medicines without the proper authorisation;
IPTV and third-party video streaming without rights;
file sharing: disk space is for your website and your email, **not for storing files or backups**;
software without a valid licence;
sending unsolicited bulk email, whether from our servers or from elsewhere using domains hosted with us;
attacking, probing or testing our infrastructure or that of third parties.

Keeping your website's applications up to date is your responsibility. An outdated site that gets compromised affects the other customers on the same server, and may be suspended until the problem is resolved.

15. Reseller Plans

Whoever contracts a reseller plan is the sole point of contact for their own customers and is answerable to us for them, including for compliance with these Terms and the Acceptable Use Policy. We have no contractual relationship with the reseller's end customers.

The reseller may not present themselves as being MozOut nor make commitments on our behalf. Suspending a reseller account suspends the services that depend on it.

Outside reseller plans, reselling our services to third parties requires written authorisation.

16. Account Migration

We migrate accounts from other providers free of charge, within the scope described in our Knowledge Base. Migration depends on being given the necessary access and on the customer's cooperation, and we do not guarantee migrations from incompatible platforms.

After migration it is your responsibility to check the website and email, and **to keep the original service running until you have confirmed that everything works.**

17. 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.

18. 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.

19. 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.

Acceptance

FOR THE CUSTOMER

NAME

COMPANY / TAX ID

DATE

SIGNATURE

FOR RLX HOLDINGS (PTY) LTD.

NAME

POSITION

DATE

SIGNATURE

Annexes

Annex A, Related documents

Terms & Conditions	RLX-KE-CON-TC	this document
Payment Terms	RLX-KE-CON-PAG	mozout.com/ke/payment-terms
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, Data recovery fees

Time since closure	Fee
Up to 30 days	2× the monthly price
Up to 90 days	3× the monthly price
Up to 180 days	4× the monthly price
Up to 1 year	6× the monthly price

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