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AGREEMENT · PUBLIC DOCUMENT

# SLA Agreement

Last updated on August 24, 2026

CODE

**RLX-US-CON-SLA**

VERSION

**v2026.08.24**

COUNTRY · LANGUAGE

**United States · English**

## **MozOut United States**

RLX Holdings (Pty) Ltd. · Group RLX Holdings

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

<https://www.mozout.com/us/sla-agreement>

Document control

|                         |                                                                                                         |
|-------------------------|---------------------------------------------------------------------------------------------------------|
| Title                   | SLA Agreement                                                                                           |
| Type                    | Agreement                                                                                               |
| Code                    | RLX-US-CON-SLA                                                                                          |
| Version                 | v2026.08.24                                                                                             |
| In force since          | 08/24/2026                                                                                              |
| Issued by               | RLX Holdings (Pty) Ltd.                                                                                 |
| Brand                   | MozOut United States                                                                                    |
| Group                   | RLX Holdings                                                                                            |
| Tax no. (SARS)          | 943 907 6234                                                                                            |
| Registration no. (CIPC) | 2025/667953/07                                                                                          |
| Registered office       | 1111 Olive Street<br>Saint Louis 63101, Missouri, United States                                         |
| Classification          | Public document                                                                                         |
| Country · language      | United States · English                                                                                 |
| Online version          | <a href="https://www.mozout.com/us/sla-agreement">https://www.mozout.com/us/sla-agreement</a>           |
| Printed on              | 10/11/2026 9:43 PM                                                                                      |
| Related documents       | 6, see Annex A                                                                                          |
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VERSION HISTORY

| Version     | Date       | Change                                                 |
|-------------|------------|--------------------------------------------------------|
| v2026.08.24 | 08/24/2026 | Revision: closing section shared by the four documents |
| v2026.08.24 | 09/19/2026 | Spelling and vocabulary revised for the country        |

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

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## Important Use Agreements

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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.

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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.

### **3. 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.

## 4. 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.

## 5. 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-US-CON-TC   | mozout.com/us/terms-conditions |
| Payment Terms      | RLX-US-CON-PAG  | mozout.com/us/payment-terms    |
| SLA Agreement      | RLX-US-CON-SLA  | this document                  |
| Privacy Policy     | RLX-US-POL-PRIV | mozout.com/us/privacy-policy   |
| Support Policy     | RLX-US-POL-SUP  | mozout.com/us/support-policy   |
| Copyright Policy   | RLX-US-POL-DA   | mozout.com/us/copyright-policy |

## About MozOut United States

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 north american 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 United States

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

#### 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 United States

RLX Holdings (Pty) Ltd. • Group RLX Holdings

|                         |                                                                 |
|-------------------------|-----------------------------------------------------------------|
| TAX NO. (SARS)          | 943 907 6234                                                    |
| REGISTRATION NO. (CIPC) | 2025/667953/07                                                  |
| REGISTERED OFFICE       | 1111 Olive Street<br>Saint Louis 63101, Missouri, United States |
| CONTACT                 | info@mozout.com • +27 78 823 3325 • www.mozout.com              |
| OPENING HOURS           | Monday to Friday - 08 AM to 04 PM<br>Saturday & Sunday - Closed |