General hosting terms

For businesses and associations | English | Version 20 October 2026

01 Scope and precedence

These terms apply to hosting, VPS rental and domain name services provided by BOX Internet Services BV (BOX) to businesses and associations, including non-profit associations (vzw). They do not apply to consumers; individual consumers receive separate terms with their quotation. The terms are made available before the contract is concluded. Express agreements in the quotation or contract, including product-specific agreements on support, availability and duration, take precedence over these general terms. Mandatory law remains applicable.

02 Hosting and infrastructure

The quotation or contract specifies the services, capacity and work included. BOX provides hosting through one or more rented virtual private servers (VPS) operated by infrastructure providers. BOX does not own physical servers or IP addresses. The IP address assigned to the VPS is used to provide the services; the customer acquires no ownership rights in it. Technically necessary address changes are communicated in advance where possible.

03 Term, renewal and termination

Hosting and domain name services run for one year and renew for successive one-year terms unless otherwise agreed. Written notice of termination from the customer must reach BOX no later than one month before the start of the next contract period. Without timely notice, the full fee for the new annual period remains payable, even if the customer moves elsewhere or stops using the service. Non-payment does not constitute notice of termination.

Rental of an entire VPS may be agreed for a shorter term, subject to a minimum of three months. The quotation or contract specifies the term and renewal arrangements. Monthly invoicing does not make the contract terminable on a monthly basis. BOX may terminate by giving six months' written notice, irrespective of the annual renewal date. If BOX terminates on this basis, prepaid hosting fees for the period after the effective end date are refunded on a pro rata basis.

04 Prices and price changes

Prices exclude VAT unless stated otherwise. Price increases are announced in writing at least 30 days in advance, stating the new price and effective date. An increase can only take effect at the start of a subsequent contract period. The announcement takes account of the notice period. The customer may terminate for the period to which the higher price would apply; that notice must reach BOX no later than one month before the start of that period.

05 Invoicing and payment

Services are invoiced in advance, subject to the agreed payment terms. On renewal, BOX issues the invoice two months before the renewal date. No payment is due for a subsequent annual period if notice of termination has been received in time.

Where provided for by law, late payment gives rise to statutory interest for commercial transactions, the statutory fixed recovery charge of EUR 40 and reasonable compensation for demonstrable recovery costs exceeding that amount. Following formal written notice and a reasonable period to remedy the default, BOX may suspend the services to an extent proportionate to the default. Outstanding amounts remain payable.

06 Domain names

Domain names are registered in the customer's name. Registration and management are governed by these BOX terms and, additionally, the applicable terms of the relevant registry or registrar. Extension-specific rules and procedures are determined by those organisations and are outside BOX's control.

07 Use of the services

The customer is responsible for the lawfulness of hosted content and use by its users, and must protect access credentials. Unlawful use, spam, malware and disruption of other services are prohibited. In the event of a specific serious threat, BOX may immediately restrict or suspend the affected service to a proportionate extent. BOX informs the customer as soon as possible and, where possible, allows an opportunity to remedy the issue.

08 Maintenance and interruptions

BOX carries out technical maintenance. The infrastructure provider may also carry out interventions over which BOX does not always have control. Interruptions may therefore occur without advance notice and may be outside BOX's control. BOX endeavours to inform customers in good time once information becomes available and to limit the impact where possible. Third-party outages do not automatically constitute force majeure. Expressly agreed availability and service commitments remain applicable.

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09 Access and support

BOX restricts access to systems and hosted data to what is necessary to provide the services, perform maintenance, investigate and resolve incidents, and meet legal obligations. BOX treats information obtained through such access as confidential.

Support requests should preferably be made by email; telephone contact is also possible. The scope of included support is set out in the quotation or contract. Support for developed websites and applications is also governed by the terms of sale and any agreed product-specific arrangements.

10 Daily backups

BOX makes an external backup of everything hosted with BOX each night between 02:00 and 06:00. The retention period is two days. For websites, this includes website files, the database and uploaded images and documents. The database is exported and public_html is stored as a tar.gz archive. Email handled by BOX's server is included as archives of the complete mail accounts. Individual files can also be restored from the daily backup.

11 Weekly server backup

In addition, the entire server is backed up weekly, with a retention period of three weeks. This backup is used solely for recovery following total server failure or destruction, not for individual customer restoration requests. All backups are stored externally in other data centres.

12 Restoration and responsibilities

Restoration takes place only during office hours, on request and after BOX has verified the authenticity of the request and the requester's authority. Customers have no direct access to the backups. Restoration is included for normal and reasonable use. For unusually extensive or repeated work, BOX may agree a separate fee in advance.

The customer must request restoration within the short retention period, allowing for office hours and verification. Customers requiring a longer history must make their own additional backups or request an additional service. The customer specifies which data and backup version to restore and accepts the risk that more recent data may be overwritten. This does not exclude BOX's liability for its own faults for which it is responsible.

13 Software and rights

Intellectual property and use of websites, applications and code developed by BOX are governed by the terms of sale and quotation. Server software may be developed by BOX or by third parties. Third-party software is subject to its own licences. Unless otherwise agreed, use of server software made available by BOX is limited to the agreed hosting purpose and the duration of that service. Hosting alone does not transfer intellectual property rights or source code.

14 End of hosting and data

If the customer gives notice of termination, hosting and data remain available until the end of the paid contract period. From the following day, hosting is disabled and hosted data is deleted. The customer must secure any data it needs before the end of the service.

BOX may retain data offline for up to one further month. This does not extend the service and does not guarantee that data remains available or can be restored. Backups remain subject to their respective retention periods stated above, subject to mandatory legal obligations.

15 Additional work

Work outside the agreed hosting services is not included. BOX may accept a separate assignment on request. Work is carried out only after the scope and fee have been agreed.

16 Liability and disputes

Where a failure to perform is attributable to BOX, BOX is first given a reasonable opportunity to remedy it, where appropriate. Liability is limited to the fees paid for the affected service during the twelve months preceding the event giving rise to the loss. Indirect loss, such as lost profits, is excluded. These limitations do not apply to wilful misconduct or gross negligence by BOX, death or personal injury, where they would deprive essential contractual obligations of their substance, or where prohibited by mandatory law.

Belgian law applies. The parties first seek an amicable resolution of disputes. To the extent validly agreed, the competent courts of Antwerp have jurisdiction. If interpretations of the language versions differ, the Dutch text prevails, subject to mandatory law.