LEGAL

Terms of Service

Last updated: October 2026

Heckvision is a trade name of BID4ONE, VAT number NL003618428B31, Chamber of Commerce (KvK) number 90298004, located at Van den Broekestraat 25, 7462 VP Rijssen, the Netherlands. BID4ONE is responsible for processing personal data and for providing these services.

1. Introduction

Welcome to Heckvision's hosting services! We offer a range of digital products and platforms, including Minecraft server hosting and other related services. These Terms of Service inform you of your rights, your obligations and the conditions for using our services.

By using our services, you agree to these Terms of Service. If you do not agree with these terms, please stop using our services.

2. What we offer

We offer the following services:

Hosting platforms: Services such as Minecraft server hosting and other related digital services.

Technology solutions: Solutions tailored to specific business needs.

Continuous improvement: We strive to improve our services based on user feedback.

3. User responsibilities

Users are expected to:

Provide accurate information: Enter accurate details when creating an account, to keep access secure.

Comply with these terms: Strictly follow the terms in this document and any additional policies or guidelines from Heckvision.

Use our services ethically: Use our services without violating laws, regulations or the rights of others.

Follow warnings: Follow specific instructions given during the setup or use of a service.

4. Acceptable use of our services

You may not use our servers for:

Malware: Hosting or distributing malicious software.

Spam: Sending unwanted or unsolicited messages.

Attacks: Launching attacks from your IP addresses, or using our infrastructure to attack others. This is particularly important now that we have our own IPv4 addresses.

Illegal content: Hosting or distributing illegal content, including but not limited to copyright infringement, hate speech or discriminatory material.

5. Uptime, maintenance and backups

Uptime: We aim for high availability of our services, but do not guarantee 100% uptime.

Maintenance: Planned maintenance is announced in advance on our website or by email.

Backups: We back up customer data regularly. Final responsibility for backups lies with the customer. We recommend that users also make their own backups of critical data.

6. Suspension and termination of services

We reserve the right to suspend services or terminate accounts if:

You breach these Terms of Service.

Your activities harm our infrastructure or other users.

Payments are not made within the agreed term.

After the agreement ends, your data is deleted according to the retention periods in our Privacy Policy, unless legal retention obligations apply.

7. Payments and fees

7.1 Right of withdrawal for consumers

Consumers have a right of withdrawal of 14 days after the agreement is concluded. At checkout, you explicitly ask us to start the service right away. If you withdraw within these 14 days, you only pay for the days the service was already running; you get the rest of the amount paid back within 14 days of your withdrawal. You withdraw by sending us a message within that period through the contact form or a support ticket. This right is in line with Dutch consumer law.

7.2 Cancellation and termination

Online cancellation: You can cancel a service at any time, entirely online, in the client area. Since the agreement was entered into online, a written cancellation is not required. This is in line with Dutch law.

End of the service: After you cancel, the service runs until the end of the billing period you have already paid for, and then stops. It is not renewed after that and you receive no new invoices for it.

Data after termination: When the service stops, the data on it is deleted in line with the retention periods. Make your own backup beforehand.

7.3 Payment terms

Due date: Invoices must be paid no later than the due date shown on the invoice.

Reminder for late payment: For consumers, the Dutch Extrajudicial Collection Costs Act (WIK) applies. If a payment is not received on time, we first send a free payment reminder, giving you 14 days to meet your payment obligation before statutory collection costs are charged.

Costs of late payment: Any interest and collection costs are only charged insofar as the law allows, and are clearly communicated to you in advance.

7.4 Disputes about invoices and payments

You have the right to dispute an invoice or charges if you believe they are incorrect. Any objection to an invoice must be reported to us in writing or through our customer service within 30 days of the invoice date.

We will investigate your objection carefully and aim to resolve the dispute in a timely, fair and transparent way. During the investigation, the undisputed part of the invoice may remain payable.

7.5 Taxes and VAT

All transactions are subject to applicable taxes, including VAT. Our VAT number is NL003618428B31. This number appears on all invoices. You will be informed of changes in tax law.

8. Changes to these terms

We may update these Terms of Service from time to time. Any changes are announced to you in advance by email or on our website. Continuing to use our services after the announcement counts as acceptance of the amended terms. If you do not agree with a change, you can end the agreement as of the date the change takes effect. Changes are never made without prior notice.

9. Governing law and jurisdiction

These Terms of Service and all agreements with Heckvision are governed by Dutch law. Consumers who live in another country of the European Union keep the protection of the mandatory rules of their own country.

Disputes with business customers are brought before the District Court of Overijssel (Rechtbank Overijssel), the district in which BID4ONE is established (Rijssen). For consumers, the court designated by law has jurisdiction.

10. Entire agreement

These Terms of Service form the entire agreement between Heckvision and users, and replace all earlier arrangements or agreements regarding the use of our services.

11. Contact details

For questions or feedback about our hosting services, you can contact BID4ONE (trade name Heckvision), Van den Broekestraat 25, 7462 VP Rijssen, the Netherlands.

Contact form: heckvision.com/contact

VAT number: NL003618428B31

Chamber of Commerce (KvK) number: 90298004