Service
Hosting, Domain names, LoopiaDNS, LoopiaAPI, LoopiaVPS, and extra services or third-party products ordered from Loopia AB.

Service Provider
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Contract summary

- This contract summary provides the main elements of this service offer as required by EU law.[1].
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents located at https://www.loopia.com/terms-and-conditions/.

Services

The service can, depending on the customer's order, include one or more of the following services:

- Hosting that offers space for your web services on a server shared with other customers,
- Domain names that refers to the www-address for your website or other web services,
- LoopiaDNS that gives you access to manage and administer all your domain names in Loopia Customer Zone,
- LoopiaAPI that gives you the ability to automate things like the administration and registration of domain names,
- LoopiaVPS that is a private server where you don't share the resources with other customers,
- Extra services or third-party services including, but not limited to, licenses from Microsoft 365, Loopia Sitebuilder, or Loopia SEO.

The content of the service is specified in a separate order confirmation/invoice.

Domain names are registered in the Customer's name and the Customer is the holder of the domain. However, Loopia reserves the right to serve as administrative, technical, and/or invoicing contact for any domain name to the extent Loopia deems necessary.

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[1] Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

Price

Fees for the Service shall be paid in advance against the invoice. Payment shall be made not later than 30 days after the invoice date and before the Service expires.

Any change of fees may only enter into force in conjunction with a new subscription period. In order for any increase in fees to be valid, the Customer must be given written notice at least 30 days in advance by email, by post, or through information provided on Loopia's website.

Temporary promotional prices shall not affect fees for ongoing services.

Duration, renewal and termination

The Service shall be provided for the period (maximum 24 months) that the customer chooses in connection with the order, starting from the date confirmation have been issued by Loopia. If the Service consists of domain names, the Service ends automatically when the binding period expires, unless the Customer renews the domain name.

Prior to each new contract period, if the Service can and will be renewed by Loopia, Loopia shall send at least one invoice for renewal of the Service. Loopia shall not be responsible for renewing the Service where the Customer fails to pay the invoice for renewal prior to the expiry of the Service and/or the due date of the renewal invoice or fails to make full payment.

The Agreement terminates either through notice of termination or through failure to pay for the coming period. The recommended way of giving notice of termination is by logging in to the Loopia Customer Zone.

Features for end-users with disabilities

Loopia's services are accessible in accordance with WCAG's AA standard and in accordance with what the user's browser allows. Loopia continuously improves the accessibility of Loopia's services. Any suggestions for improvement can be communicated via e-mail to feedback@loopia.se.

Updated December 8, 2022