

fiver-tc

Terms and Conditions – Open Source Software Deployment Services

Thank you for choosing my service for deploying open-source applications such as **osTicket**, **Nextcloud**, **etc.** By placing an order, you agree to the following terms and conditions:

1. Service Scope

- Deployment will be performed as per the selected package (e.g., Shared Hosting, Standalone VPS/Server, or Docker-based setup).
- This service **only covers installation and initial configuration** of the selected application.
- I am **not responsible** for application-level support, customizations, troubleshooting internal software bugs, or usage training post-deployment.

2. Prerequisites to Start the Order

To begin work and ensure a smooth and successful deployment, you must provide the following:

- **Root SSH access** to the server or relevant hosting control panel access.
- A **valid domain name** and either:
 - DNS already pointed to the server IP, or
 - **Domain registrar access** if DNS configuration is needed on your behalf.
- If you have a **custom or paid SSL certificate**, please provide the necessary certificate files (CRT, KEY, and CA-Bundle if available).
- The server must be **fresh/clean**, with no conflicting applications or services running unless discussed in advance.
- If your hosting is **shared** (non-root), please confirm that it supports all required technologies (PHP, MySQL, etc.) for the requested application.

3. Delivery & Acceptance

- Once deployment is complete, I will notify you for review.

- You are responsible for **checking and testing the deployment** before marking the order as complete.
- Post-completion support is **not included** unless explicitly purchased as an add-on or agreed upon in the gig extras.

4. Responsibility Disclaimer

- I am not liable for:
 - Issues related to your hosting provider.
 - Application updates or third-party plugin/module issues.
 - Data loss due to your hosting environment or mismanagement after delivery.
- Security and backup setups are **not included** unless specifically requested and included in the order.

5. Communication & Order Delays

- Orders may be **delayed** or **cancelled** if prerequisites are not provided within a reasonable time (e.g., 48 hours).
- Incomplete or incorrect information may result in additional charges or cancellation depending on the complexity involved.

6. Additional Services

- Any service beyond the defined gig (e.g., application tuning, advanced security hardening, or customization) may incur extra charges.

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