

Acronis Terms & Conditions

The following additional terms apply to the purchase of Acronis (the “Service”) by you (“the customer”) and Cobweb.

These Service Specific Terms should be read in conjunction with [Cobweb Terms & Conditions](#).

I. SERVICE DESCRIPTION

All services and support are subject to the terms of the [Cobweb Terms & Conditions](#).

Acronis Cyber Protect services are provided and data stored up to a secure Tier IV and SSAE 16 certified UK based datacenter to provide peace of mind. Acronis Cyber Protect provides a single agent to deliver backup, disaster recovery, AI-based protection against malware and ransomware, remote desktop, and security tools.

STANDARD SERVICE OPTIONS

Pricing is the pricing set out in the Customer order form.

Cobweb will bill the customer for consumption of services. Calculated at the end of each month and billed in arrears. Local Storage is data which is backed-up on an internal or external drive and not backed-up to the cloud. This is chargeable in accordance with our pricelist.

II. TERMS

- a. Terms of use for the Services by the Customer (i.e., the entity using the Acronis Backup Cloud) are set out at:

[Acronis’ End-User Licence Agreement](#)

More details on Acronis’ Legal Information: <https://www.acronis.com/en-gb/legal.html>

- b. It can take up to 3 working days (exc. Weekends and Public Holidays) from delivery of the signed order form for this service to be activated.
- c. Service trials can be made available and are offered free of charge for a period of 30 days. Data will be deleted on trial expiry. Any local storage will be subject to an additional charge.
- I. Cobweb reserves the right to modify, amend or terminate the Service at any time and will update the Terms & Conditions from time to time in accordance with those changes. Continued use of the Service after changes to the Terms & Conditions shall constitute agreement to be bound by any changes. Cobweb will provide 30-day notice to any changes in price via email to the nominated account email address.

III. SERVICE LEVELS AND SERVICE CREDITS

- a. Acronis offers a service level agreement (SLA), which makes certain service levels commitments and offers service credits for failure to meet those commitments.
- b. If in any month the Customer experiences outages or unavailability of the Service, please let us know as soon as possible and, where Cobweb consider it appropriate, Cobweb will pursue a service credit claim with Acronis.
- c. If Cobweb are successful in claiming a service credit from Acronis, we will apply an equivalent credit (a credit to the same financial value as that received by us from Exclaimer to your next invoice following the date on which we receive the credit from Exclaimer. For clarity, where Cobweb receive a service credit in respect of multiple Customers, we will apportion this as appropriate between the affected Customers.