

## MX-Relay Terms and Conditions

Date: June 30, 2016

### *MX-Relay Service*

*MX-Relay.com, the most transparent provider of hosted spam filtering solutions in the Benelux countries is now also available in the UK. We charge a fixed monthly fee per domain for up to 200 mail boxes. MX-Relay.com never charges setup costs and there are no extra charges for the quantity of delivered emails. Even extra costs for data use are not charged. You can register your domain(s) [here](#). MX-Relay is an international service, hosted from datacenters in the Netherlands. MX-Relay is a service provided by a team of professionals with years of experience. Should you have any queries, you can count on friendly and professional assistance.*

### *Duration of the subscription*

The annual subscription starts on the date of registration. If you logged in during a trial period, the subscription will start after this period. (Except if mutually agreed otherwise).

### *Renewal*

The subscription will be automatically renewed for 1 year at the end of the subscription period.

### *Termination*

The subscription can be terminated by the customer at the end of the subscription period by simply removing the domain. This notice must be made at least one (1) day before the expiration of the subscription. If we do not receive notice before the expiration date, the subscription will be automatically renewed. The termination can be made by both parties. After termination, no refund of the subscription will take place.

All communication including invoices are sent digitally to the email address entered at the time of registration. If invoices are paid late, the service for the domains in question can be suspended or temporarily terminated.

### *Rights and obligations*

MX-Relay is committed to receive, scan and forward e-mail messages to their clients. MX-Relay provides a professional infrastructure for data traffic and data storage, as part of its services. However MX-Relay is not liable for any damage that may be associated with its software or services either directly or indirectly.

If the customer fails to fulfill its obligations under this agreement, MX-Relay has the right to suspend the service. MX-Relay will send at least two reminders before suspending the service. After that MX-Relay has the right to terminate the agreement with immediate effect, without any further notice or judicial intervention required.

## *Liability*

MX-Relay shall not be liable for any delay or failure to comply with this Agreement due to circumstances beyond its control, including without limitation, fire, explosion, flood, acts of God, war, terrorism or other hostilities, civil commotion, domestic or foreign governmental acts, orders or regulations, provided such party immediately notifies the other of any anticipated delay or failure of compliance and such party performs its obligations as soon as practicable after the conditions causing the delay or failure have subsided.

MX-Relay is not liable for any (consequential) damage by or due to the malfunctioning of the service provided, unless there are clear shortcomings in the implementation of its obligations under this Agreement.

## *Clients Credentials*

The client's credentials are known **only** to the customer. The customer has the responsibility for the management thereof. MX-Relay is not responsible for the maintenance or use of these credentials.

## *SMTP service*

The SMTP filtering is intended for the sending of regular e-mail communication. To prevent abuse, we have established the following rules:

SMTP filtering is only for domains, which also scans incoming email. Due to the fact that this is not always possible, exceptions are temporarily tolerated.

Newsletters with hundreds of receivers are possible, as long as they comply with the Code via Email Advertising Code. If you wish to send larger amounts newsletters, please use a specialized newsletter service ( for example: [www.mailchimp.com](http://www.mailchimp.com) ).

MX Relay uses the following limits:

Up to 200 emails every 30 minutes from a unique IP number when you use our inbound service.

Up to 500 emails every 30 minutes from a unique IP number when you send outbound through our service.

Up to 20 simultaneous connections per SMTP session.

Up to 3 SMTP errors before sending an e-mail.

The maximum message size is 30 MB. This usually is not equal to the file size that is transmitted. E-mail attachments are up to 30% larger due to the binary-to-text conversion. Because of this our max. message size is 32MB.