Terms of Service

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1. Introduction

These Terms of Service ("ToS") govern your access to and use of YueMi Development's products and services, including but not limited to: Pterodactyl Panel addons, Minecraft custom server software, game and app hosting services, open-source projects, and custom development services (collectively, "Products" and "Services"). By accessing, purchasing, or using any of our Products or Services, you agree to be bound by these ToS. If you do not agree with any provision, you may not use our Products or Services.

2. Acceptance of Terms

Your use of our Products and Services constitutes your acceptance of these Terms. We reserve the right to modify these Terms at any time. Changes will be effective immediately upon posting. Your continued use of our Products and Services after modifications constitutes acceptance of the updated Terms.

3. Product Licenses & Usage Rights

This section governs licenses for paid Products, open-source Products, and dual-licensed Products.

3.1 Paid Products

Upon purchase of any paid Product through any sales platform or marketplace, you receive a limited, non-exclusive, non-transferable license to use that

Product solely for your personal or internal business purposes. Paid Products come WITH SUPPORT from us. Support duration varies by product and is specified at the time of purchase. You may not: share, distribute, or sublicense the Product to any third party; crack, reverse engineer, decompile, or attempt to derive the source code or underlying algorithms; modify or create derivative works from the Product (except where explicitly permitted by a separate written license); resell, redistribute, or reskin the Product as your own offering.

3.2 Open-Source Products

Open-source products distributed on community platforms or public repositories are provided AS-IS under their respective licenses (MIT, LGPL, GPL, or as specified in each project). These Products come with NO WARRANTY, support, or ongoing maintenance. You must comply with the terms of the applicable open-source license for any such Product. See individual project repositories for license details.

3.3 Dual-Licensed Products

Some Products (such as YueMi Spigot) may be subject to dual licensing, combining upstream open-source licenses with proprietary modifications. You must comply with both license terms. Reverse engineering or circumventing license protections on dual-licensed code is strictly prohibited.

4. Refund Policy

We do not accept refunds for any purchased Products or Services, whether digital, software, hosting services, add-ons, or custom development. All purchases are final. Please carefully review Product descriptions and service scope before purchasing. If you experience technical issues with a paid

Product or Service, contact <support@yuemi.org> for troubleshooting assistance.

5. Support Policy

This section governs the scope of support for paid Products, hosting subscriptions, and open-source Products.

5.1 Paid Products Support

All paid Products (including Pterodactyl addons, Minecraft server software, and other paid offerings) come with support from us. Support duration varies by product and will be clearly specified at the time of purchase on the product listing or sales platform. Some products may offer lifetime support; others may offer time-limited support (e.g., 1 year, 2 years, 3 years). Support includes bug fixes, configuration assistance, and troubleshooting related to the Product itself.

5.2 Hosting Subscriptions Support

Game and app hosting services include support only during the active subscription period. Support covers assistance with the hosting infrastructure we provide. Once your subscription ends or is cancelled, support is terminated. Any data, backups, or ongoing services will no longer be maintained after subscription termination.

5.3 Open-Source Products Support

Open-source products are provided without support. We make no commitment to provide bug fixes, updates, or maintenance for these Products. Community support requests may be made via project repositories, issue trackers, or community forums, but response is not guaranteed. These are community-

driven projects provided on a best-effort basis.

6. Hosting Services

This section governs the provision, liability limitations, and usage terms of our hosting services.

6.1 Service Provision

We provide hosting infrastructure (machines and networks) for game and application hosting. We are responsible only for providing and maintaining this infrastructure.

6.2 Liability Disclaimer

We are NOT responsible for any crashes, failures, data loss, or downtime caused by: errors or misconfiguration in your application or game code; third-party software or services integrated with your application; exceeding fair usage limits (see Section 6.4); your improper use or mismanagement of the hosting environment; acts of God, natural disasters, or circumstances beyond our control. We provide the hosting infrastructure on an AS-IS basis during your active subscription. We make no warranties regarding uptime, performance, or availability. We are not responsible for backups, data recovery, or data retention after your subscription ends.

6.3 No Service Level Agreement (SLA)

We do not provide or guarantee any specific Service Level Agreement (SLA), uptime percentage, or performance commitments. While we strive to maintain reliable infrastructure, we make no contractual obligations regarding availability or service levels.

6.4 Fair Usage & Abuse Policy

You agree to use hosting services in compliance with fair usage guidelines: do not exceed reasonable bandwidth or CPU limits (excessive resource consumption may result in service suspension or termination); do not engage in DDoS attacks, botting, or any malicious network activity; do not host illegal content or conduct illegal activities; do not attempt to compromise other users' data or the hosting infrastructure; do not violate any applicable laws or regulations. Violations of this policy may result in immediate account suspension and termination, with or without warning.

6.5 Account Termination

We reserve the right to terminate or suspend your hosting account immediately, with or without prior warning, if you: violate any provision of these Terms; engage in illegal activity or abuse; attempt to compromise our infrastructure or other users' services; or engage in fraudulent activity or payment disputes. Termination does not entitle you to a refund.

7. Custom Services

This section governs the custom development and setup services we provide.

7.1 Service Scope

We may provide custom development and setup services on client-provided or our infrastructure. Custom services are governed by individual written or verbal service agreements negotiated between you and us.

7.2 Support Scope

Support for custom services covers ONLY the work we have completed. We are NOT responsible for: your hosting infrastructure (uptime, backups, data loss, server crashes); third-party plugins, software, or services integrated after

our work is complete; your modifications or customizations made without our involvement; data recovery, backups, or infrastructure management. Support duration and scope for custom services are negotiated per engagement and will be documented in the individual service agreement.

7.3 Payment Terms

Custom services may be offered on a flat-fee project basis or as an hourly/retainer arrangement. Payment is typically structured as 50% upfront and 50% upon project completion, though alternative payment structures may be negotiated in the individual service agreement.

7.4 Service Termination

We reserve the right to terminate custom service support if: you violate the terms of the individual service agreement; or you fail to pay agreed-upon fees. Termination of custom services does not entitle you to a refund for work already completed.

8. Prohibited Uses

You agree not to: engage in any illegal activity or violate any applicable laws and regulations; share, crack, or reverse engineer paid Products; resell, redistribute, or reskin any paid Product (except for bare metal, VPS, or VDS offerings, which may be resold with proper attribution); resell shared game/app hosting services as your own offering; resell online Products (plugins, themes, addons) without explicit written permission; use shared game/app hosting infrastructure for commercial resale or service provisioning; violate the terms of any open-source license for any open-source products we distribute.

9. Payments & Billing

This section governs general payment terms and chargeback-related policies.

9.1 Payment Terms

Most of our Products are available as one-time purchases through various sales platforms and marketplaces. Some Products may offer subscription-based billing. Hosting services may operate on a separate billing cycle. Custom services may operate on project-based, hourly, or retainer billing. Check the Product page or service agreement for specific pricing and payment terms.

9.2 Chargeback & Fraud Policy

Initiating a chargeback or payment dispute without attempting to resolve the issue with <support@yuemi.org> first constitutes fraud. We reserve the right to: permanently ban your account and revoke all Product licenses and service access; pursue legal action to recover chargeback fees and damages; and report fraudulent activity to payment processors and law enforcement. If you believe a charge is incorrect, contact <support@yuemi.org> immediately.

10. Intellectual Property

All Products, logos, trademarks, and proprietary code are the intellectual property of YueMi Development or our licensors. Open-source components retain their original licensing. Unauthorized use, reproduction, or distribution of our intellectual property is prohibited.

11. Disclaimer of Warranties

Open-source products are provided AS-IS and AS-AVAILABLE, with no warranties of any kind, express or implied. We make no warranties regarding merchantability, fitness for a particular purpose, compatibility, or error-free operation. Paid Products and Services come with support from us as described in Section 5. However, we make no warranties regarding uninterrupted or error-free operation, except as explicitly stated in the individual product or service agreement.

12. Limitation of Liability

To the maximum extent permitted by Indonesian law, we shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, data loss, or business interruption, arising from your use of or inability to use our Products or Services, even if we have been advised of the possibility of such damages.

13. Indemnification

You agree to indemnify, defend, and hold harmless us from any claims, damages, costs, or losses (including legal fees) arising from: your violation of these Terms; your use of our Products or Services in a manner not authorized by these Terms; and your violation of any applicable laws or third-party rights.

14. Contact & Dispute Resolution

For any questions, support requests, or disputes regarding these Terms or any of our Products or Services, contact: Email: <support@yuemi.org>. Any disputes arising from these Terms or your use of our Products and Services shall be governed by and construed in accordance with the laws of the Republic of Indonesia, without regard to its conflict of law provisions.

15. Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable, that provision shall be modified to the minimum extent necessary to make it valid, or if that is not possible, the provision shall be severed. The remaining provisions shall remain in full force and effect.

16. Entire Agreement

These Terms of Service, along with any separate written agreements you may have with us (including individual product agreements, service agreements, or hosting agreements), constitute the entire agreement between you and us regarding your use of our Products and Services and supersede all prior and contemporaneous agreements. By using our Products and Services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.