BlankSoftware

Server & Hosting

GENERAL AGREEMENT · VERSION 2 · NOVEMBER 2026

20 USD
a month per system, plus IVA

240 USD
paid yearly, plus IVA

We host your system, watch it, back it up, and show you how it went every month.

A system is one application and its database, however many sites depend on it. The service is for systems built by BlankSoftware. Price in effect from November 2026. IT Support is optional and covered in this same agreement.

What's included

Service	What it is
Hosting	Your system and database run on our server, with HTTPS included.
Uptime monitor	An independent service, outside our server, tests your system's address and each site that depends on it every 5 minutes.
Server check	Our server also tests your system every 5 minutes. If it doesn't respond or returns a server error, our phone gets an alert. After 3 failed checks in a row, it restarts your system once.
Backups	Every night we copy your database and the files stored on our server to external storage. Database copies are kept for 30 days; files have a mirror copy that updates every night.
Server upkeep	Security updates, certificate renewals and periodic snapshots of the whole server.
Server failures	If the server is the cause, we fix it at no extra cost.
Monthly report	One page showing the month's uptime, backups and incidents.

What we commit to

Commitment	What it means
Uptime	Target: 99.5% per calendar month on your system's main address, as measured by the independent monitor. That equals about 3.6 hours offline. If our server causes a miss, that month is credited: 20 USD at your next renewal.
Response	Monitoring runs 24 hours a day. A person starts on a server outage within 4 hours of the alert. That clock only runs from 9:00 to 21:00 Mexico City time, every day.
Total loss	Backups are nightly, so losing the whole server could cost up to 24 hours of data. Target: running again on a new server within 48 hours.
Backup tests	We test-restore each system's backup at least once a year.

What's not included

- New features and design or content changes.
- Bugs in your system's code after your project's 3-month warranty, unless you have IT Support. These are quoted separately.
- Third-party services and their costs: domain, email, WhatsApp, payments, AI and similar.
- Files kept on outside services such as Firebase or R2. They are not in our backups.
- Use above 1.5 GB of memory or 10 GB of database and files combined. If we see your system go over, we tell you and quote before charging anything.

To report a problem, message us on WhatsApp.

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IT Support (optional)

There's always someone answering for your system.

20 USD a month per system, plus IVA: 240 USD paid yearly. It is added to Server & Hosting.

Investigation	If something in your system fails, we investigate and tell you in writing what we found.
Our errors	If your system stops doing what it already did, or what was agreed in your project, because of our work, we fix it at no cost. Every project has a 3-month warranty from handover; with IT Support, that warranty continues while the service is active.
What isn't our error	Third-party services, code someone else changed, or how the system was used. The investigation has no cost. We tell you what the fix would cost, and you pay only if you want it.
Help	Questions about using your system, users and access, and small settings changes.
Response	A person starts on your request within 4 hours. That clock only runs from 9:00 to 21:00 Mexico City time, every day, and it is for starting: how long the fix takes depends on each case.
Reasonable use	There is no limit on requests or hours. If a system's use goes far beyond normal, we tell you and quote before charging anything.
What's not included	New features, design or content changes, and your office's computers or networks. These are quoted separately.
Price	240 USD plus IVA per year per system. With Server & Hosting it is 480 USD plus IVA per year (556.80 USD with 16% IVA), with the same renewal date. If you add it mid-year, you pay the months left until your renewal.
Earlier problems	Anything reported before hiring it, or while it wasn't active, is quoted.
When it ends	The extended warranty ends when the service does. You can cancel IT Support without cancelling Server & Hosting; the same cancellation and no-refund terms apply.

With and without IT Support

What happens	Server & Hosting only	With IT Support
The server fails	No cost	No cost
Our error, after the warranty	Quoted	Investigation and fix at no cost
A problem that isn't our error	Quoted	Investigation at no cost; the fix is quoted
Questions, users, access and small settings	Quoted	Included
New features	Quoted	Quoted

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Terms

Payment	You pay one full year in advance: 240 USD plus IVA per system (278.40 USD with 16% IVA). You can pay in dollars, or in pesos at the official Banco de México (FIX) rate on the invoice date.
Renewal	The service renews every year on the date you hired it. If you hired it on June 17, the next charge is on June 17 of the following year.
Notices and non-payment	1. 45 days before your renewal: first notice and invoice. 2. On the renewal date: second notice. 3. 10 days after the renewal: third notice. 4. 15 days after the renewal: we suspend the service until it is paid. 5. We keep your system and data for 90 days from suspension, with a final notice 15 days before removing them.
Cancelling	You can cancel in writing at any time, by WhatsApp or email. If you tell us before your renewal date, we void the invoice, send no more notices and make no new charge.
No refunds	There are no refunds. If you cancel, the service stays active until the paid year ends. Uptime credits apply to your next renewal and are not paid in cash. If you don't renew, credits are lost.
Your data	Your data belongs to you and we treat it as confidential. We access it only to run, back up or restore your system, or to handle a report from you. When the service ends we keep it for 90 days and, if you ask, deliver the database and files within 5 business days. After the 90 days we delete the live data. Backups and server snapshots expire within 30 more days, and encrypted configuration within 12 months.
Location and privacy	The server is in the United States and backups are kept in Cloudflare external storage. Your system's privacy notice and dealing with your users are your responsibility.
How to hire it	With a signed service order that states the system, the start date, your billing details and whether it includes IT Support.
Existing contracts	If you have already signed a contract that covers hosting, support or maintenance of your system, that contract applies. These terms only replace it through an amendment signed by both parties that names it; a service order is not enough.
Changes	If we change the price or these terms, we tell you at least 60 days before your renewal, and they apply from that renewal. Nothing changes during a year already paid.
Ending the service on our side	We only stop providing the service at the end of a paid year, with 60 days' notice. Non-payment follows the notice schedule. If use is illegal or puts the server or other clients at risk, we can suspend it immediately and we tell you.
Liability	Our total liability is limited to what you paid for the affected system in the previous 12 months. We are not liable for indirect damages, lost profits, data loss or failures of third-party services. These limits do not apply to fraud or bad faith, or to confidentiality. The uptime credit is the only compensation for missing that target.
Governing law	This agreement is governed by the laws of Mexico, and any dispute is resolved in the courts of Mexico City.