

SkyCloud Computing Purchasing Terms and Conditions

Violence, gambling, fraud, infringement, attack, spam, brand-imitation, counterfeit medicine, proxy server (VPN), and all actions prohibited by national laws are strictly prohibited. Once discovered, they will be immediately reported to proper authorities.

All of the company's product and service solutions do not support VPN protocols (including but not limited to: wall climbing, foreign trade, scientific Internet access, airplanes, airports, ladders, SSR, V2ray, FQ, Trojan, 551, etc.).

All the products of our company have high degrees of flexibility and freedom and are relatively free of compatibility issues. Once an order is placed, the service will be applied immediately and costs will be incurred. To protect the rights and interests of the company, we do not accept refunds for any reason. Please take note of this before placing orders.

If you use Windows 2008/2012, we highly recommend using our service options with 2G or more memory. Our company will not be held responsible if the usage of limited memory (1G) causes memory insufficiency, resulting in program operation interruption or business loss.

We do not allow connection to service ports 119, 25, 465, and 587 because these ports are prone to misuse. Therefore, to protect the company's rights and interests, the email port mentioned above will be blocked by default. In addition, trusted third-party providers, such as Mailgun, SendGrid, or Mailjet, can help you maintain IP records more efficiently.

If there is a need for product testing, please contact customer service staff.

All product solutions can be first operated in accordance with the accompanying manual. If any additional questions may arise, please contact us.

The company cannot adjust the IP address nationality for any private database. If you are concerned about the IP address nationality, please do not place an order. In addition, the nationality of the company's IP address is mainly based on Whois, while some private databases may be different from Whois.

If there are additional concerns regarding these rules, please call our customer service number (02)-8521-8881 during business hours (Monday to Friday 9:30 a.m to 6:30 p.m), submit questions to our customer service email (marketing@skycloud.com.tw), or contact us on our official FB or LINE fan group and a customer service representative will soon assist you.

If one part of these cautionary terms is invalid, it will not affect the validity of other clauses. The interpretation and application, related disputes, or legal procedures arising from these cautionary terms shall be governed by relevant laws and regulations of the Republic of China, and the Taipei District Court of Taiwan shall be its court of first instance. These terms are implemented in response to the requirements of the National Communications Commission (NCC) in Taiwan, and to ensure the rights of each user to apply for the service. We thank you for your cooperation.

If one part of these cautionary terms is invalid, it will not affect the validity of other clauses. The interpretation and application, related disputes, or legal procedures arising from these cautionary terms shall be governed by relevant laws and regulations of the Republic of China, and the Taipei District Court of Taiwan shall be its court of first instance.