SKNK Cloud Terms of Service

General Terms for SKNK Cloud Services

Version 1.0 | 24 October 2026

Ordering, payment and service activation are currently unavailable

1. Provider and scope

These general terms are issued by SHIKANOKO NETWORKS LTD, registered in England and Wales under company number 17131877, with its registered office at 128 City Road, London, United Kingdom, EC1V 2NX, trading as SKNK Cloud. Contact: admin@shikanoko-networks.com. “We” means that company; “you” means the website user or the customer identified in an accepted order.

These terms govern use of the Cloud website and, when expressly incorporated into an accepted order, the general contractual relationship for Cloud services. The particular service, configuration, capacity, price, service level and other product-specific conditions are determined by the applicable product description, product agreement, accepted order and service schedules. These terms do not set a single configuration or allowance for every customer.

Browsing the website, configuring a product, copying a link or making an enquiry does not itself place an order, reserve resources, authorise payment or create a service contract. Publication of these terms does not enable purchasing. Existing ASN sponsorship, IPv4 and other services remain governed by their own accepted agreements.

2. Contract documents and precedence

Before commitment, the order identifies the documents and versions that form the contract: its commercial and technical particulars, any applicable product agreement and service schedules, these Cloud terms, the expressly incorporated Master Terms of Service, and the relevant Acceptable Use Policy. A privacy notice explains processing; it is not a substitute for a service agreement or blanket consent to processing.

Mandatory law prevails. Subject to it, priority is a valid amendment accepted by both parties that identifies what it overrides; the accepted order’s specific particulars; the applicable product agreement and service schedules; these Cloud terms; the expressly incorporated Master Terms; and the incorporated AUP. An order varies a general contract provision only if it identifies that provision and expressly states the variation. An applicable data-processing agreement governs processing on your behalf within its scope.

We retain the accepted versions and provide the order, applicable contract terms and required cancellation information by email or another durable medium. Website updates do not retrospectively change an accepted order. General website information and support correspondence do not add a paid service or replace an express contractual commitment.

3. Orders and contract formation

Before you commit, we disclose the service's essential characteristics and availability, the total price including applicable taxes or its lawful calculation, payment arrangements, duration and renewal, cancellation and refund terms, applicable support and limitations, and the documents governing the order. The ordering process explains the technical steps and languages for contracting, correction of input errors and access to the contract record. Product-specific values and conditions are recorded in the accepted order or applicable service schedule.

Your submitted order is an offer. A service contract forms when we send an express order-acceptance notice identifying the agreed service and terms. A configuration summary, receipt acknowledgement, payment authorisation or automated payment receipt alone is not acceptance. Any electronic payment order must make the payment obligation unambiguous before submission. If we decline an order, amounts collected for it are returned without undue delay.

Payment, acceptance and activation are separate events. The accepted order states when performance and charging begin. We do not charge recurring service fees for an unactivated service unless a different lawful arrangement has been expressly agreed in advance. Separately charged preparation work must be disclosed and priced before commitment. We cannot substitute a materially different service without your agreement; applicable remedies remain available if we cannot supply what was agreed.

4. Charges, renewal and price changes

Prices, currency, billing periods, taxes, payment due dates and any minimum commitment are stated in the applicable offer and accepted order. Additional paid services, recurring collection and paid overage require prior express agreement; no preselected or undisclosed charge is authorised. A tax treatment for another product is not automatically applicable to a Cloud service.

There is no automatic renewal unless it is clearly disclosed and expressly agreed before commitment. An agreed renewal arrangement identifies the renewal interval and charge or calculation, reminders, payment authority and a simple cancellation method. You may stop a future renewal through the identified account control or by email to admin@shikanoko-networks.com before it takes effect, without giving a reason or paying a cancellation administration fee. We confirm the resulting service end on a durable medium.

We cannot increase the price for an already paid fixed period. A proposed change for a later renewal must be notified in advance with a clear explanation and a reasonable opportunity to decline before a new payment obligation. A material change requires your agreement or another lawful contractual basis. Continued website use alone is not consent, and an order cannot introduce a hidden charge or override a mandatory right.

5. Service scope, responsibilities and support

The product description and accepted order define the service we undertake to supply. Capacity, resource allocation, performance commitments, usage limits and their measurement, location, maintenance arrangements, support, management and any backup or recovery service are product-specific matters. A product name or headline specification does not create an additional guarantee. Any material limitation or limit response must be disclosed before commitment and applied proportionately.

Each party performs the tasks allocated to it by the accepted contract. You must use the service within your authority, safeguard credentials, provide information reasonably needed for performance and maintain independent copies of data you cannot afford to lose. For an unmanaged service, the applicable service description explains your administration responsibilities. Those responsibilities do not excuse our own breach, security duties or responsibility for functions assigned to us.

We provide the agreed service with the care and skill required by law. Support scope, service hours and any service levels are stated in the applicable service documents. A support contact alone does not create a guaranteed response time or managed service. Maintenance and security measures will be proportionate and notified where reasonably practicable. Agreed credits or product-specific remedies do not displace non-excludable statutory rights.

General enquiries and support: admin@shikanoko-networks.com. Network-authority enquiries: noc@shikanoko-networks.com. Abuse reports: abuse@shikanoko-networks.com. Provide enough non-sensitive information to identify the issue; do not send passwords, private keys, authentication codes or full payment-card details.

6. Lawful use, restrictions and review

You must use the website and service lawfully and comply with the Acceptable Use Policy incorporated into your order. You are responsible for your content, instructions and authorised users. Do not engage in unauthorised access, network abuse, forged resource authority or activity that unlawfully harms others. Keep secrets and unnecessary personal information out of configuration links. Any resource or routing service requires the authority applicable to that service.

We may restrict affected content, access or service only on a contractual or legal basis, such as material breach, non-payment after notice and a reasonable opportunity to remedy, a binding legal requirement or an urgent security risk. We give notice and a reasonable opportunity to explain or remedy where practicable; urgent containment or a legal prohibition may require immediate action. Measures must be proportionate and reviewed when circumstances change.

Illegal-content reports may be sent to abuse@shikanoko-networks.com through the accessible electronic notice-and-action mechanism where applicable. The AUP explains reporting information and handling. Where relevant hosting duties apply, we assess sufficiently precise reports diligently and objectively, acknowledge them and notify decisions and redress as required. Where law requires reasons for a content- or terms-based restriction, we provide the facts, measure, legal or contractual basis, any relevant automated means and available remedies by the legally required time. Statutory disclosure exceptions remain applicable.

You may request review at admin@shikanoko-networks.com. We consider it fairly and correct an unjustified measure. This does not replace any applicable statutory complaint procedure, regulator, out-of-court dispute process or court remedy. These terms do not create a general monitoring obligation beyond law or the agreed service, or represent a hosting service as an online platform merely because it has a review channel.

7. Consumer withdrawal and statutory remedies

If you are a consumer entitled to withdraw from a distance service contract, you may withdraw without giving a reason within 14 days after the contract is concluded. Any longer period, extension for missing information or other more favourable mandatory right under applicable law remains available. An account or form label cannot remove consumer status that follows from the facts and law.

Send a clear statement that you wish to withdraw to admin@shikanoko-networks.com or to our registered office in section 1. You may use Annex A, but it is optional. Identify yourself and the contract sufficiently for us to locate it; an order reference is helpful but is not a condition if the contract can otherwise be identified. Sending your statement before the withdrawal period ends is sufficient to meet the deadline.

For eligible consumer contracts concluded through an online interface, we provide a withdrawal function that is prominently displayed, clearly legible, easily accessible and continuously available throughout the withdrawal period. It is labelled “Withdraw from contract here” or an unambiguous equivalent, identifies the contract and your name, and lets you provide or confirm the electronic address for the receipt. A separate confirmation function is labelled “Confirm withdrawal” or an unambiguous equivalent. No reason is required. Without undue delay, we send a durable acknowledgement containing the withdrawal statement and its submission date and time. Your contract confirmation identifies where to access this function. It supplements withdrawal by another unequivocal statement.

We reimburse payments due following withdrawal without undue delay and no later than 14 days after we are informed, using the original payment method unless you expressly agree otherwise, without a refund fee. A deduction for service actually provided during the withdrawal period is permitted only to the extent applicable law allows, after the required advance information and your separate, express request to start early. It must be proportionate to the service supplied before withdrawal. Without the legally required information or request, no such charge is made.

Paying, choosing a plan, accepting these terms or activating a continuing service does not itself waive withdrawal. Early performance is not preselected and is separately recorded and confirmed on a durable medium where required. Where the law permits loss of withdrawal only after full performance, all required prior consent and acknowledgement must first have been obtained. Provisioning alone does not fully perform an ongoing subscription. Any separate rights for digital services that fail to conform remain unaffected.

8. Cancellation, termination and refunds

Cancellation methods, service periods, any minimum commitment and product-specific commercial refund arrangements are disclosed in the applicable service documents before commitment. You may stop future renewal under section 4. Unless you request earlier lawful termination, cancellation of renewal takes effect at the end of the current paid period. No general “no refunds” rule is imposed by these terms.

You retain all applicable statutory withdrawal and service-conformity remedies. You may terminate for our material breach if we fail to remedy it within a reasonable period after notice, or sooner where the breach or law permits. We refund amounts we are no longer entitled to retain. If we end a service for our convenience, we give reasonable advance notice, protect applicable exit rights and refund unused prepaid service charges. Lawful breach or security restrictions are subject to section 6.

Ending one order does not automatically end another. Accrued lawful charges, refunds, confidentiality, data protection and applicable exit duties continue as needed. A request to stop renewal is not automatically an instruction to erase data immediately. We confirm the effective service end and applicable retrieval and deletion arrangements; mandatory rights under section 10 and Annex B prevail.

9. Content, privacy and processing

You retain your rights in customer content and grant us only the rights necessary to provide the agreed service, follow lawful documented instructions, maintain security and comply with law. We do not acquire ownership of it. You must have the authority and lawful basis needed for the content, data and instructions you provide.

The Cloud Privacy Notice at /cloud/privacy and the relevant main-site notice at /privacy explain our own controller processing and the available privacy and representative contacts. Acceptance of these terms is not blanket consent to processing. Where we process personal data on your behalf as a processor, an applicable written data-processing agreement must be in place before processing begins. These terms or a representative appointment do not replace it.

Actual recipients, subprocessors, storage and access locations, retention and transfer safeguards are addressed in the applicable privacy notice, processing agreement and service schedules. They must reflect actual operations and be disclosed as required by law. A service location is not a blanket residency guarantee. Restricted transfers require a lawful mechanism before transfer or access; confidentiality, security and mandatory data rights continue to apply.

10. Data return, switching and exit

Product-specific exportable data and digital assets, supported methods and formats, permitted exclusions, retrieval access, copy retention, deletion and any lawful charges are set out in the applicable Export and Exit Schedule or processing agreement before order acceptance. Such a schedule must accurately describe the purchased service and cannot reduce a mandatory switching, retrieval, erasure or data-protection right.

You may request data return, switching to another provider, porting to your own infrastructure or erasure through admin@shikanoko-networks.com. We verify authority proportionately and agree a secure process. Checks and disputed charges must not be used as unlawful obstacles. For services and customers within the EU Data Act switching rules, Annex B forms part of these terms and prevails over a less favourable product-specific condition. Other applicable mandatory exit and portability rights are also preserved.

11. Liability and events outside reasonable control

Each party is responsible for its own breach and other liability under applicable law and the accepted contract. Customer responsibilities, independent networks and third-party suppliers do not create a blanket exclusion for our own breach or duties. No numerical liability cap or general exclusion for loss of data is introduced by these general terms. Any service-specific limitation must be explicit, lawful and validly accepted and cannot retrospectively reduce an accrued right.

Nothing excludes or limits liability that cannot lawfully be excluded or limited, including death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or mandatory consumer,

data-protection and switching rights. Product terms, service credits and disclaimers remain subject to those protections.

Events outside reasonable control are addressed under the incorporated Master Terms, with reasonable notice and mitigation. They do not automatically excuse accrued payment obligations, remove statutory remedies or override mandatory exit and data-protection duties.

12. Notices, complaints, changes and governing law

Contract notices use the contact details recorded in the accepted order or another lawfully agreed channel. Keep those details current. Complaints may be sent to admin@shikanoko-networks.com. We investigate and respond without undue delay and provide any acknowledgement, escalation or alternative-dispute-resolution information required by law. You retain access to competent regulators, applicable statutory dispute routes and courts.

We may publish revised terms for future use. Existing accepted orders change only by a validly agreed amendment, their lawful change mechanism or mandatory law. A website update or continued website use alone does not retrospectively amend a contract. If a provision is unenforceable, the remainder continues so far as law permits, without rewriting it to remove mandatory protection.

Subject to mandatory law, the contract is governed by the law of England and Wales. The courts of England and Wales have exclusive jurisdiction for business customers, subject to mandatory law and an expressly agreed lawful variation. Consumers retain mandatory protections and jurisdictional rights under applicable law, including the protections of their habitual-residence country where applicable.

This version is dated 24 October 2026. Website provisions apply from publication; service provisions apply only when expressly incorporated into an accepted order. Contracts are concluded in English unless the accepted order expressly states otherwise. A full Chinese translation is supplied for convenience. The English version prevails in a discrepancy only to the extent permitted by law; mandatory consumer and language rights prevail.

Annex A. Optional model withdrawal form

Complete and send this form only if you wish to withdraw from a contract. You may instead send any other clear withdrawal statement. No explanation is required.

To: SHIKANOKO NETWORKS LTD, 128 City Road, London, United Kingdom, EC1V 2NX; admin@shikanoko-networks.com.

I/We hereby give notice that I/We withdraw from my/our contract for the supply of the following service: _____.

Ordered on / contract concluded on: _____. Order or service reference, if available: _____.

Name of consumer(s): _____. Address of consumer(s): _____.

Email for the acknowledgement, if desired: _____. Date: _____.

Signature of consumer(s), only if this form is sent on paper: _____. Delete wording that does not apply. The use of this form, a signature for an electronic statement, an order number and a reason are not conditions for a valid withdrawal where the contract and consumer can otherwise be identified.

Annex B. Mandatory EU Data Act switching rights

This Annex applies where the customer and service are within the switching provisions of Regulation (EU) 2023/2854. It supplements section 10. Product-specific technical particulars belong in the accepted Export and Exit Schedule and cannot reduce these rights.

The maximum notice period to initiate switching is two months; shorter notice may be agreed and switching must not be unnecessarily delayed. After that notice, switching is completed without undue delay and within a maximum transitional period of 30 calendar days, except for an extension permitted below. We provide reasonable assistance, relevant information and technical documentation, support your exit strategy, explain known continuity risks, and maintain continuity and security as required. For IaaS, we take all reasonable measures within our control to facilitate functional equivalence for shared features, without guaranteeing a different provider’s unique functionality.

If a 30-day transition is technically unfeasible, we notify you within 14 working days of the switching request, substantiate the reason and specify an alternative transition not exceeding seven months. We maintain service continuity throughout it. You may extend the transition once for a period you consider appropriate where the Data Act grants that right. Technical difficulty is not a general exemption from switching duties.

At least 30 calendar days after the transition ends are available for retrieval of exportable data and digital assets. The affected contract is deemed terminated upon successful completion of switching, or at the end of the maximum notice period where you choose erasure instead of switching. We notify you of termination. Retrieval access does not itself renew the contract or create a new subscription. Switching and retrieval rights on another route of termination are preserved as required by law.

The accepted Exit Schedule exhaustively identifies exportable data and digital-asset categories, including all data that the law requires to be exportable, and any specifically permitted exclusions. It specifies actual methods, formats, retrieval and deletion arrangements and links to the current online register of data structures, formats, relevant standards and open interoperability specifications. Internal-functioning data may be excluded for protected trade secrets only within the permitted scope and without impeding or delaying switching. No generic claim of confidentiality may exclude your own exportable data or frustrate the right.

Any switching or necessary switching-related data-egress charge before 12 January 2027 must be expressly disclosed before commitment and must not exceed directly incurred lawful costs. From 12 January 2027, no such charge is made where the Data Act prohibits it. No charge arises if none was expressly agreed. Normal service charges and any separately agreed lawful early-termination amount must be distinguished and cannot disguise a prohibited switching fee.

Following successful switching and expiry of the applicable retrieval period, we erase the customer-related exportable data and digital assets as required by law. We do not erase prematurely to frustrate retrieval. Any legally required retention is limited to its lawful purpose and period. The applicable schedule and processing agreement must accurately state the treatment of backups and other copies without postponing mandatory erasure. Other mandatory data-protection and portability rights remain unaffected.