



**Squidix Cpanel Account, Website and Server**

## **Transfer and Migration Policy**

**Last Update 30 March 2018**

### **Cpanel -> CPanel Transfers**

In order to welcome new clients with the best service and support, Squidix provides free transfers from any other hosting company using CPanel transfer services.

This service is free for one CPanel account to one Squidix CPanel account on either a Starter Squid or Super Squid account.

This free, one-time transfer is usually completed in a matter of minutes, and usually has no problems.

However, any of the following can disrupt, delay or compromise the transfer.

- Modification of any CPanel settings from factory settings
- Custom compilation of any software
- Conflicting software versions, not limited to Apache, MySQL, PHP, or any other server or software
- Installation of 3rd party scripts or applications which are not compatible with CPanel transfers or require custom config files which may differ from server to server
- Any other modification of code which would conflict with a CPanel migration
- Delays or problems with 3<sup>rd</sup> party hosting company access, bandwidth, security, or CPanel services
- Any existing technical issues with sites may be compounded when transferred

While we understand that no two websites should be identical, we also understand that each website's individuality comes at the expense of maintaining website services and content that are unique to the site. So we can't promise that every migration will be perfect, but we can promise to do our best to make sure the process is streamlined and as painless as possible.

***By accepting any transfers from or to Squidix servers, you understand that :***

- (1) One single Cpanel account will be transferred per account, free of charge
- (2) Mail services will be momentarily interrupted during the transfer
- (3) In the unlikely event that a transfer fails and needs to be reinitiated, this could cause data to be overwritten. If your mail is setup to synchronize, using IMap or any other synchronization tool, this could potentially cause mail to be lost. It is suggested to backup all mail before any transfers and be prepared for limited amount of downtime while the mail DNS is propagated.
- (4) Multiple CPanel accounts (sub domains or add-on domains) can be transferred to a Super Squid account; however, we only provide support for the primary CPanel account (and subdomains, if any) transfer for free. Any other accounts or add-on domains can be transferred for free by the client, or the client can request that Squidix migrate the additional accounts.
- (5) Besides our free transfer, any other transfer of data outside of CPanel, including databases, email, or content is the sole responsibility of the client, especially if this data resides on other servers
- (6) Squidix always ensures that our backup procedures are sound. However, we can not be held responsible for any data loss from a transfer. It has never happened using the latest CPanel versions, and we don't expect it to ever happen in the future, but we can't be sure that inbound data that was previously corrupted won't fail on transfer.
- (7) While the vast majority (99%) of CPanel transfers are routine and are quick and painless, there are those few accounts that may cause problems with CPanel migration. If we can not easily troubleshoot and migrate the account, we may request that the user:
  - a. At no cost, allow Squidix to modify their content, site, services, etc. to ensure proper operation
  - b. At their discretion, the client may pay for additional migration support
  - c. At no cost, cancel their order within 30 days and receive a full refund
- (8) Squidix makes no guarantees that a CPanel transfer will be entirely compatible with our servers. In the unlikely even that it would cost substantial amount of time or money to convert, upgrade or configure a site to work with our CPanel services, we reserve the right to decline a customer's business if it would be in the customer's best interest to use a different hosting provider. This has rarely happened before, but it can happen if a website was transferred and the customization, or versions, or settings were so incompatible that it would be cost prohibitive to transfer and maintain the site.

**All other Transfers**

**CPanel -> VPS Transfers**

**CPanel -> Semi-Dedicated Server Transfers**

**CPanel -> Dedicated Server Transfers**

**VPS -> VPS Transfers**

**Server -> Server Transfers**

We provide transfers for all other accounts, but all other plans will require an initial analysis to verify compatibility with our systems and any additional expense. If you're seeking to transfer many accounts to other Squidix servers, just give us a call or drop us a line to discuss.

Please note that any transfer of data, website domains, email accounts, CPanel accounts or any other data transfer including transfers completed within the Squidix networks, or between resellers on our networks, could still fail and we require acceptance of the CPanel limitations listed above.

### **Limits of Liability**

Squidix always works its best to ensure the integrity of your data. In the unfortunate event a customer loses data during a transfer, Squidix will perform recovery at our expense to recover or restore your data, on our servers only. We make no claims or consideration of data on other servers, including outbound servers of old hosting providers. If there is a data loss, for any reason, and if such recovery or restoration is unsuccessful, for any reason, Squidix is not liable for any business loss or damages of any kind.

Because of the value of data to customers, Squidix recommends all users perform final offsite backup of their data in entirety prior to migrating to Squidix, even if their outgoing hosting firm states that they have backups. This entire backup is different from incremental backups.

This can usually be accomplished for free, by downloading website data and storing it locally on your PC or laptop.