

Service Level Agreement (SLA)
Between: Bhadoo Cloud
And: The User (who purchases access)
Effective From: [Date of access granted]

1. Service Description

I provide access to a **shared storage space** on my personal **Google Workspace Enterprise plan** via **Google Shared Drives**.

This access is meant for storing personal or work-related files such as documents, images, videos, or backups.

2. What's Included

- Shared Drive access with allocated space as per the selected plan.
 - Uptime and availability based on Google's own services (typically 99%+).
 - Basic support via [email/Telegram/chat] for technical help or access issues.
 - Access will remain active as long as I continue to maintain my Enterprise subscription.
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3. What's Not Included

- This is **not a full Google Account** or email account.
 - You are **not purchasing the Drive account itself** — only **access to shared space**.
 - No guarantee of lifetime service — your access depends on the continuity of my subscription.
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4. User Responsibilities

- Do **not upload** any:
 - Pirated or copyrighted content

- Illegal or restricted materials (child abuse, malware, etc.)
 - Content that violates Google's Terms of Service
 - Do not attempt to reshare, resell, or abuse the storage.
 - If abuse is found, I reserve the right to **revoke access without refund**.
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5. Duration of Service

- Access is provided on a monthly/yearly/lifetime basis (as discussed during purchase).
 - In case I stop my subscription or change my plan, you will be informed in advance with alternatives or options, if available.
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6. Refund Policy

- Refunds are not guaranteed once access has been granted.
 - However, if there's a failure to provide access within [48 hours], a full refund can be requested.
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7. Disclaimer

- I am **not affiliated with Google or an official reseller**.
 - This is a shared use of storage I have legally purchased for personal and managed reselling.
 - I act as an individual service provider offering technical convenience to users at a low cost.
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8. Contact

For any concerns or help:

✉ Email: support@hashhackers.com

Signed:

Aaina

Date: 01-01-2025