
SecuPress — Terms and Conditions

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****SecuPress**** is a registered trademark.

Object

Please read these Terms of Service ("Terms", "Terms of Service") carefully before using the SecuPress plugin (the "Service") operated by Julio Potier ("us", "we", or "our").

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

The present conditions of sale aim at defining the contractual relations between SecuPress and the purchaser and the conditions applicable to any purchase carried out through the merchant SecuPress website, whether the purchaser is a professional or a consumer.

The acquisition of a good or a service through this website implies unreserved acceptance of the present conditions of sale by the purchaser.

These conditions of sale will prevail on all other General or specific, not expressly approved by SecuPress.

SecuPress reserves the right to modify its conditions of sale at any time. In this case, the applicable conditions will be those in force at the date of the order by the purchaser.

Characteristics of the goods and services offered Products and services offered are those which appear on the website <https://secupress.me>

Each product is accompanied by a description.

Pricing

Catalog prices excluded VAT (article 293B of french CGI) in Euros (default), conversion rates are chosen by SecuPress.me.

SecuPress reserves the right to modify its prices at any time, on the understanding, however, that the price appearing in the catalog the day of the order will be the only applicable to the purchaser within the period of the purchase.

Prices in euros for monthly: 1 site 6€, 5 sites 16€, 10 sites 26€, 25 sites 46€, 50 sites 78€, 100 sites 118€, 200 sites 198€, unlimited sites 298€.

Prices in euros for yearly: 1 site 60€, 5 sites 160€, 10 sites 260€, 25 sites 460€, 50 sites 780€, 100 sites 1180€, 200 sites 1980€, unlimited sites 2980€.

Prices in euros for lifetime: 1 site 210€, 5 sites 560€, 10 sites 910€, 25 sites 1610€, 50 sites 2730€, 100 sites 4130€, 200 sites 6930€, unlimited sites 10430€.

Lifetime is only available a few days per year as we want to and cannot be enforced by asking for it, if the pricing page does not display it, it's not available now, follow us on [Twitter](#) to know more.

Agency Pricing

Agency price will add a 99\$ fixed fee, it allows you to obtain as many different keys as your license allows instead of a single unique key for all the sites. This license format is accessible to any professional and not to individuals. Key resale is then allowed if the customer is already your customer, so you can't just resell the keys to visitors to one of your sales pages.

Hour rates

Our hourly rates when hiring by the hour are €60 NET for maintenance, €90 for development and €150 for security audit & security intervention.

Discounts

Discounts are available on **SecuPress Pro** plugin only, and not on a *Lifetime* setup (the *Lifetime* access is already the discount).

Pro Configuration and **Maintenance Plans** are not subjects to discounts.

Support

Priority support is only for people who bought a licence still active. But this support on multisites installations is only available for the 5 sites licence minimum.

Priority does not mean *instant* support. It means that you'll get an answer before people without a valid licence and from free version.

Tickets from support and contact sent by using forms on pages like /support and /contact or sent by email on contact@secupress.me and support@secupress.me are all sent on [Helpscout](#).

If when resolving a ticket, we ask you an admin account or FTP access on the website host, those informations will be saved on Helpscout's servers, not on secupress.me's server at o2switch.

Helpscout uses support ticket data (your questions and our answers) in AI response drafts to generate responses in other tickets. It is therefore recommended not to disclose sensitive information in questions such as access or passwords.

So, we recommend you to use our free temporary and secure message service to send sensitive informations : <https://revealit.secupress.me/>

If we believe that the support request is not the cause of our product, but of another product, or script set up by another person at your place, we will tell you that we do not intervene without prior agreement of 'possible billing of 70\$ (seventy USD) per hour with 1 hour minimum billed in the event that we are right. This is to avoid customers asking us to debug their site under the pretext that one of our modules does not work when the problem lies elsewhere (incorrect .htaccess rules, mu-plugin in place, settings of another plugin which conflicts, conflict with another security plugin, bug in the JavaScript console, etc.)

Order

The buyer who wishes to acquire a product or a service must:

- * Fill in the form on which it will give all requested data or log in the customer account if it has one;
- * Validating his order after it is checked;
- * Make the payment under the conditions laid down;

The payment of the order entails acceptance of the present conditions of sale, recognition in having perfect knowledge and renunciation to take advantage of its own conditions of purchase or other conditions.

All the data supplied and recorded confirmation will be worth proof of the transaction. Confirmation will be worth signing and acceptance of transactions.

The seller will communicate by e-mail confirmation of registered order.

Payment

The price is payable to order.

Payments will be made through the secure system provided by Paypal or Stripe which uses SSL protocol (Secure Socket Layer) in such a way that the information transmitted is encrypted by a software and that no third party can take note during transit on the network.

Payments are compatibles 3-D Secure, MasterCard SecureCode, Verified by VISA.

Buyer's account will only be debited during the shipment of the products or the services available and only the amount of goods or services delivered or downloaded.

Delivery is instant.

The service is billed in advance on yearly or monthly basis.

The service will set an auto-renew (subscription) in your paypal account or our stripe account and your paypal or credit card will be debited each year. To cancel, read "Termination".

No refund will be done for non used credit.

You can upgrade your account whenever you want. There is no (technically) downgrade possible.

Renewals

When buying SecuPress Pro, you activate a yearly or monthly recurring subscription either in Stripe or Paypal according to. You have the opportunity at any time to cut this recurrence and continue to enjoy your license until the end of its period.

Then the plugin will behave like the free version, losing all the benefit from Pro features. It will be asked to reinstall the free version to get updates since the Pro can't without a valid and active license.

At the end of the period of purchase - and if the Paypal account allows it or if the credit card linked to Stripe (of which we are NOT aware of the number) is still valid and not expired - a debit of the amount the current license will be debited from your account.

This means that if you have recently upgraded your license (eg from 1 site to 5 sites), then the rate will be based on the "5 sites" rated at the price of the day this upgrade was purchased.

If you used a discount coupon to buy SecuPress Pro or used a coupon to upgrade your license, the renewal fee does not take into account this coupon. Renewals are at the full price without the possibility of using a discount code.

Refund Policy

We firmly believe in and stand behind our product 100%. However, we understand that it cannot work perfectly for everyone all of the time.

We refund you only during the 14 days since of your original purchase without any questions.

A couple of small points:

- * We will process your refund as soon as we're able to, in a maximum of 7 working days. In some cases we might ask you for the opportunity to resolve the issue for you.
- * Refunds may only be issued within 14 days of the initial purchase date. After 14 days any refunds can be legally refused.
- * Nota bene, we still retain any fees from our payment platform (Stripe and Paypal) due to them retaining it from us for this kind of transaction. Fees available at <https://stripe.com/en-fr/pricing>. (same for paypal)
- * Refunds do not apply to annual renewals.
- * Since the owner has changed on SecuPress products, any purchase done before June, 14th 2017 is not affected by these Terms and Conditions but the ones from WP Media (<https://wp-media.me>) at this date. This is not linked to us, SecuPress. I invite you to contact them for any request about their terms or refunds.

You can ask for a refund, but we recommend you to ask support before.

Service "Professional configuration"

The "professional configuration" service does not contain a SecuPress Pro license. You should get one before. In the event that the purchase is made without a prior license, you can obtain one afterwards, or request reimbursement of the service.

This service is a configuration aid and not a certitude of accessing Grade A. We do the best for your site, according to your use and your needs. At the end of the mission, a list of remaining points is provided with explanations of why it is not touched and how you can do it.

The coupon codes do not work on this service. This service does not guarantee anything other than our intervention on the settings of SecuPress. Once the service has been consumed, that is to say, we have intervened, no refund can be requested: the service is consumed.

Service "post hack"

The "virus removal" service does not contain a license for SecuPress Pro, it is not mandatory to be able to benefit from the service, neither before nor after.

The service starts at € 299 NET, in most cases it is sufficient, in others, you may be asked to double the purchase or receive a personalized quote covering the actual full work that can be done.

Indeed, there are differences between each hack, and between a light site, hacked for 1 month and a heavy site, hacked for 1 year, the workload is obviously more imposing. Time spent must be billed.

You have the possibility of refusing this quote and requesting reimbursement of the first purchase, we will be refunded instantly while alerting you to the danger that you will incur and the possibility of losing your website (which costs much more...).

This service guarantees that 100% of found malware will be deleted (if they are files added by hacking) or cleaned (if hacking has infected files on the site). The service does not guarantee that piracy does not return, it is indeed here a cleaning, a deletion. If a flaw was exploited to hack you and the flaw still exists in your installation, it is likely that this continues.

The files of the FTP and the database are checked, + the contents of the .htaccess files, the possible .user.ini and finally the version of PHP. The configuration of the Apache server and the PHP app are not audited.

You will then once again be offered a security audit estimate in order to find the flaw (s) and to plug and fix them.

It is possible that nothing will be found after our search. The amount paid is not refundable because we will still have spent time to know that there is nothing to find. The only possible case of refund is that of the refusal of a quote, or if we could not start the work (because you did not provide the FTP for example) and a refund is requested.

Licence usage

When you buy a license pack, this must be done for your sites: sites that you own or where you're the webmaster. We do not provide support for sold keys where you are not webmaster, owner or doing the maintenance. A client with your key cannot ask for support, you have to for them.

Accounts

When a client account is created with us, you must provide us information that is accurate, complete, and updated at all times. Failure to do so constitutes a breach of the Terms, which may result in immediate termination of your account on our Service.

You must be a human, automatic creation of accounts using a script, crawler, bot is strictly forbidden.

You are responsible for safeguarding the password that you use to access the Service and for any activities or actions under your password, whether your password is with our Service or a third-party service.

You agree not to disclose your password to any third party. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

More informations about our [privacy policy](#).

Links to other websites

Our Service may contain links to third-party web sites or services that are not owned or controlled by SecuPress.

SecuPress has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that SecuPress shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such websites or services.

We strongly advise you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

Termination

We may terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

We may terminate or suspend your account immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

Upon termination, your right to use the Service will immediately cease. If you wish to terminate your account, you may simply discontinue using the Service or cancel your account. By cancelling your account all your data, images will be deleted.

All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

Responsibility

The seller, in the process of selling online, is only bound by an obligation of means; its responsibility shall not be held liable for a damage resulting from the use of the Internet such as data loss, hacking, virus, rupture of the service, or other unintended problems.

Intellectual property

All the elements of the SecuPress website are and remain the intellectual and exclusive property of SecuPress.

No one is authorized to reproduce, use, repost, or use for any purpose whatsoever, even partially, elements of the website they are software, visual or sound.

Personal data

In accordance with the law on data processing, files and freedoms of January 6, 1978, the identifying informations to purchasers may be subject to automated processing.

SecuPress reserves the right to collect informations about the purchasers including using cookies, and, if desired, to transmit to business partners collected informations.

Purchasers can oppose the disclosure of their details by notifying SecuPress. Similarly, users have a right to access and rectify data concerning them, in accordance with the law of January 6, 1978. Email us at contact@secupress.me.

Archiving – Proof

SecuPress will archive the purchase orders and invoices on a reliable and durable support constituting a faithful copy in accordance with the provisions of article 1348 of the Civil Code.

The computerized records of SecuPress will be considered by the parties as proof of communications, orders, payments and transactions between the parties.

More informations about our [privacy policy](#).

Governing Law

These Terms shall be governed and construed in accordance with the laws of France, without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service, and supersede and replace any prior agreements we might have between us regarding the Service.

Updated on July, 09, 2024.

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