

Service Level Agreement (SLA)

Redneck Road Technologies

Last updated: December 07, 2025

This SLA applies to all paid hosting plans (shared, reseller, managed VPS/droplets, dedicated servers, website builds, and add-ons). It spells out what you can expect from us and what we expect from you.

1. Network & Hardware Uptime Guarantee

- **99.99% monthly network uptime** (passes through DigitalOcean's SLA)
- **99.9% power + hardware availability** on managed/shared plans
- Excludes: scheduled maintenance, your code/config errors, DDoS attacks, force majeure, or anything listed in Section 4.

2. Support Hours & Response Times

Priority	Description	First Response Goal
Critical	Server down, unreachable	30 minutes (24/7)
High	Service degraded, major feature broken	2 hours (24/7)
Normal	General questions, add-ons, migrations	12 hours (business hours)
Low	Billing, account changes	48 hours

Business hours = 9 AM – 6 PM Central Time, Monday–Friday (except U.S. holidays).

Support channels: ticket system only (support@redneckroad.tech). No guaranteed phone support unless you buy Priority Support add-on.

3. What's NOT Covered

- Your own code, CMS hacks, bad plugins, or misconfiguration
- DDoS attacks or abuse-related suspensions
- Scheduled maintenance (announced 48+ hours ahead, usually <2 hours)
- Force majeure (storms, wars, zombies, etc.)
- Anything DigitalOcean suspends or terminates

4. Backups & Data Loss

- Shared/managed plans: daily off-site backups, 7-day retention (best-effort, not guaranteed).
- Raw droplets/VPS: YOU are responsible unless you purchase our managed-backup add-on.
- We are not liable for data loss under any circumstances.

5. Refund Policy (Recap)

- 14-day money-back on first-time shared/managed hosting only
- No refunds on VPS/droplets, dedicated servers, one-time setup fees, migrations, or website builds once work starts
- SLA credits do not count as refunds

6. Termination & Suspension

We can suspend or terminate service instantly (no credit) for:

- Non-payment
- Violation of our Terms of Service / Acceptable Use Policy
- Abuse complaints or DigitalOcean suspension

7. Changes

We can modify this SLA with 30 days' notice. Continued use = acceptance.

That's the deal. We'll bust our ass to keep your stuff online 24/7, but if we screw up, this is what you get. No more, no less.

Questions? Hit up support@redneckroad.com.