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AGREEMENT · PUBLIC DOCUMENT

SLA Agreement

Last updated on 24 August 2026

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-CON-SLA	**v2026.08.24**	**Mozambique · English**

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.interweb.co.mz/en/sla-agreement

Document control

Title	SLA Agreement
Type	Agreement
Code	RLX-MZ-CON-SLA
Version	v2026.08.24
In force since	24/08/2026
Issued by	RLX Holdings, S.A.
Brand	Interweb Mozambique
Group	RLX Holdings
Tax ID (NUIT)	401 191 607
Legal entity no. (NUEL)	105 045 974
Economic activity code (CAE)	62022
Registered office	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
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Related documents	6, see Annex A
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VERSION HISTORY

Version	Date	Change
v2026.08.24	24/08/2026	Revision: closing section shared by the four documents
v2026.08.24	25/10/2026	Text changed without a new update date

> The version in force is the one published at interweb.co.mz/en/sla-agreement. Printed copies are not controlled: always check the online version.

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2. Billing

3. Relationship between these documents

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Important Use Agreements

On this page, the terms “we”, “us” and “our” refer to Interweb Moçambique, a trading name of RLX HOLDINGS, S.A. The terms “you”, “your”, “user” and “customer” refer to any individual or entity that accesses this website, contracts our services or uses them.

Interweb provides web hosting to clients worldwide, and we have a responsibility to protect each client and provide the best services available. All Interweb clients are subject to the following terms of service:

1. Indemnification Policy

You agree to use all Interweb services and facilities at your own risk. Interweb specifically disclaims all warranties of merchantability and fitness for a particular purpose. In no event shall Interweb be liable for any loss or loss of data or other commercial damages, including, but not limited to, special, incidental, consequential or other damages.

Customer agrees that it shall defend, indemnify, save and hold Interweb harmless from any and all demands, liabilities, losses, costs and claims, including reasonable attorneys' fees against Interweb, its agents, its customers, officers and employees, which may arise or as a result of any service provided or performed or agreed to be performed or any product sold by the customer, its agents, employees or assigns. Customer agrees to defend, indemnify and hold Interweb harmless from any harm to persons or property caused by any products sold or otherwise distributed in connection with Interweb's server.

Interweb reserves the right to intervene on any of the sites hosted on its servers in the interests of its customers. Any material provided by the customer infringing or allegedly infringing the proprietary rights of a third party. Copyright infringement of any defective products sold to the customer from the Interweb server. Interweb shall be the sole judge of what violates this Policy.

2. Billing

At that time, we bill monthly, quarterly, semi-annually, annually, bi-annually and triennially depending on the plan. If you are not satisfied within the first 15 days, we will be happy to provide you with a full refund (for some special offers, the money back day may vary; and Domain Registration, VPS Server, Cloud Server, Dedicated Server, SSL Certificates and other types of services are non-refundable) or refund policy is only valid for Web Hosting plans.

3. Relationship between these documents

The Terms & Conditions, the Payment Terms, the Service Agreement, the Privacy Policy, the Support Policy and the Copyright Policy together form the agreement between you and **RLX Holdings, S.A.** Where they differ, the Terms & Conditions prevail, except in anything concerning personal data, where the Privacy Policy prevails.

What is written in these documents prevails over information given by any other means, including the chat, the automated assistant, email and the telephone. The version in force is the one published on this website on the date you contract the service, and the date each page was last changed is shown at the top of that page.

4. Changes to these documents

We may change these documents. Substantial changes take effect 30 days after publication and are notified to the email address registered on your account; corrections of typographical errors and clarifications that do not alter rights or obligations take effect on publication. If you do not agree with a substantial change, you may cancel your services before it takes effect.

5. Governing Law and Jurisdiction

This agreement is governed by Mozambican law. The courts of Mozambique have jurisdiction over any question arising from its interpretation or performance, to the exclusion of any other forum.

Acceptance

FOR THE CUSTOMER	FOR RLX HOLDINGS, S.A.
NAME	NAME
COMPANY / TAX ID	POSITION
DATE	DATE
SIGNATURE	SIGNATURE

Annexes

Annex A, Related documents

Terms & Conditions	RLX-MZ-CON-TC	interweb.co.mz/en/terms-conditions
Payment Terms	RLX-MZ-CON-PAG	interweb.co.mz/en/payment-terms
SLA Agreement	RLX-MZ-CON-SLA	this document
Privacy Policy	RLX-MZ-POL-PRIV	interweb.co.mz/en/privacy-policy
Support Policy	RLX-MZ-POL-SUP	interweb.co.mz/en/support-policy
Copyright Policy	RLX-MZ-POL-DA	interweb.co.mz/en/copyright-policy

About Interweb Mozambique

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

Interweb is one of the pioneers and leading hosts of the global online industry

Founded in 2020

Interweb was founded in 2020 at the time of COVID-19 and we have been on an epic journey ever since. We had a simple idea to let you create a totally FREE website to take off your projects and with total freedom to express yourself online.

Over 37,000 clients

We have implemented a world-class website hosting infrastructure with more than 37,000 customers worldwide, with more than 130 subscriptions per day. We develop robust technology to help you learn, create and grow.

Driven company

We owe a huge thank you and respect to our community for joining us on this exciting dream journey, and we want you to continue to be part of our history for the efficient development of our community, culture, society and nation.

WHERE WE ARE

Interweb Mozambique
September 7th Nbhd, Vilankulo - 1304
Mozambique, Inhambane

RLX Holdings
1111 Olive St, Saint Louis, MO - 63101
United States, Missouri

WHAT WE DO

Hosting

Web Hosting
Business Hosting
WordPress Hosting
Reseller Hosting

Services

Website Creation
Professional E-mail
SSL Certificates
Website Security

Servers

VPS Server
Cloud Server
Dedicated Servers
Streaming Server

Domains

Register Domain
Transfer Domain
Renew Domain
Domains WHOIS

COMMITMENT TO SOCIAL DEVELOPMENT

I Want to be a Partner

We believe in the transformative power of social initiatives and mobilize to collaborate with projects that make a difference where they operate. We have created some guidelines to facilitate and join forces with partners. Share ideas by e-mail.

I Want Incentive

We vibrate by overcoming barriers through Education, Culture and Sports, and we support initiatives that seek social evolution. If you have an idea that has to do with our values and our guidelines, we are waiting for your contact by e-mail.

interweb

Online version of this document

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020
FOUNDED

37,000+
CLIENTS

130+
SIGN-UPS A DAY

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
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CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed