

LEGAL

Terms of Service

The agreement between you and InsideMaps Bulgaria EOOD for the use of statusdns.com, the StatusDNS platform and its API.

Last updated: 16 September 2026 · v1.0 · [Download PDF](#)

These Terms of Service (the **"Terms"**) form a legally binding agreement between **InsideMaps Bulgaria EOOD** (**"StatusDNS"**, **"we"**, **"us"**, **"our"**), a company registered in Sofia, Bulgaria under company number (EIK) 205550879, VAT BG205550879, with its registered address at Graf Ignatiev St 44-A, fl. 4, 1000 Sofia, Bulgaria, and you (**"Customer"**, **"you"**, **"your"**), being any natural person or legal entity that creates an account, subscribes to a plan, calls the API or otherwise uses the Service.

By creating an account, using the free month, purchasing a plan, generating an API key or using any tool on statusdns.com you confirm that you have read, understood and agreed to be bound by these Terms, our Privacy Policy, Acceptable Use Policy, Platform & API License Agreement and Refund Policy. If you do not agree, do not use the Service.

Your statutory rights: if you are a consumer, nothing in these Terms removes or limits any non-waivable right you have under the consumer-protection laws of your country of residence (see Sections 20 and 21). Those protections come first; the rest of these Terms apply alongside them.

1. Definitions

- **"Service"** means the statusdns.com website, the StatusDNS web application, the diagnostic tools and record generators, the monitoring and alerting features, the JSON API, documentation and any related services we provide.
- **"Plan"** means the Free plan or a paid subscription tier (currently Starter, Professional and Enterprise) with the features, limits and prices published on the [pricing page](#).
- **"Subscription"** means a paid Plan purchased for a fixed, prepaid term of 12 months. Subscriptions do **not** renew automatically.
- **"Free month"** means the 30-day evaluation period granted once to every new account, during which the Free Plan may be used without payment.
- **"Merchant of Record"** or **"Paddle"** means Paddle.com Market Ltd, our authorised reseller which sells paid Plans to you, processes payment and issues invoices.
- **"Results"** means the data, checks, scores, reports, alerts and generated records produced by the Service in response to your input.

- **"Customer Data"** means the domains, host names, IP addresses, DNS records, uploaded DMARC reports, account details and settings you submit to the Service.
- **"Business Day"** means any day other than Saturday, Sunday or a public holiday in Bulgaria.
- **"Consumer"** means a natural person acting for purposes outside their trade, business, craft or profession.

2. Nature of the Service and Subscriptions

2.1 What the Service is. StatusDNS is a software-as-a-service platform that queries public DNS, mail, web, certificate, blacklist and registration data, evaluates it and presents findings, scores and generated records; that re-checks domains you add on a schedule; and that sends alerts when something changes. It is a diagnostic and monitoring aid. It does not host DNS, send your email, issue certificates or change any of your records.

2.2 Plans. The features, limits (monitored domains, check intervals, history retention, lookups per day, API calls per month, notification channels) and prices of each Plan are those published on the pricing page at the time of purchase. Prices are stated in US dollars and exclude VAT and other applicable taxes, which are calculated and added at checkout by Paddle according to your location.

2.3 Merchant of Record. Paid Plans are sold by **Paddle.com Market Ltd** (Judd House, 18–29 Mora Street, London EC1V 8BT, United Kingdom), acting as our reseller and Merchant of Record. Paddle collects payment, calculates and remits taxes, issues invoices and receipts and processes refunds under our Refund Policy. When you buy a paid Plan you also accept Paddle's Checkout Buyer Terms (<https://www.paddle.com/legal/checkout-buyer-terms>). Card details are entered on Paddle's checkout and never reach our servers. The charge on your statement will reference Paddle.

2.4 Free month. Every new account receives the Free Plan for 30 days from registration without payment or card (the "Free month"), once per person or organisation. When it ends, the account, its domains, history and settings are kept, but monitoring, alerts and API access pause until you purchase a Plan; the public diagnostic tools remain available to you as to any visitor. We remind you 7 days and 1 day before the Free month ends and suggest a Plan based on your usage; nothing is charged unless you buy a Plan.

2.5 Term and no automatic renewal. Each paid Plan is purchased for a fixed term of 12 months starting on the day of payment. It is a one-off payment: your Subscription does **not** renew automatically and no further payment is taken without a new purchase by you. We send reminder emails 30, 7 and 1 days before the term ends. If you do not renew, your account moves to the Free plan on the expiry date; your domains, history and settings are kept subject to the Free plan's limits and retention period, and monitoring continues only within those limits.

You may renew for a further 12 months at any time from *Account* → *Plan & Billing* at the then-current price.

2.6 Upgrades and downgrades. Upgrades take effect immediately; the unused part of your current term is credited pro rata against the new Plan and the new 12-month term starts on the upgrade date. Downgrades to a lower paid Plan take effect at the end of the current term. If a downgrade reduces your limits below your current usage (for example more monitored domains than the new Plan allows), the excess is paused until you remove it or upgrade again.

2.7 Price changes. We may change Plan prices and limits. Price changes never affect a term you have already paid for; they apply only to renewals or new purchases made at least 30 days after we have notified you by email. If you do not accept the change you may cancel before it takes effect.

2.8 Free plan. The Free plan is provided without charge, without a payment method and without any commitment as to availability or continuity. We may change or withdraw the Free plan or its limits at any time.

3. Accounts and Eligibility

3.1 Eligibility. You must be at least 18 years old and able to enter into a binding contract. If you use the Service on behalf of a company or other organisation, you confirm that you are authorised to bind it and "you" refers to that organisation.

3.2 Registration. You must provide accurate, current information and keep it up to date. One account per person; organisations may operate one account with the team-member limits of their Plan.

3.3 Credentials and API keys. You are responsible for keeping your password, session and API keys confidential and for all activity that occurs under your account or with your keys, whether or not authorised by you. Notify us immediately at support@statusdns.com of any suspected compromise. API keys are shown once at creation and stored by us only as hashes; we cannot recover a lost key, only issue a new one.

3.4 Email verification. Alerts and account notices are sent to the address on the account. You must keep a working, verified email address on file; undeliverable alerts are not our responsibility.

4. Free Tools and Fair Use

The public diagnostic tools may be used without an account subject to per-IP rate limits. Registered accounts receive the daily lookup and monthly API quotas of their Plan. Quotas exist to keep the Service fast for everyone; we may throttle, cache or temporarily block usage that

exceeds them or that is automated in a way that circumvents them. Persistent circumvention is a breach of these Terms.

5. Acceptable Use

Your use of the Service must comply with our **Acceptable Use Policy**, which forms part of these Terms. In summary: check and monitor only domains, hosts and IP addresses you own, manage or have a legitimate interest in; use the Service only with public data; do not use it to attack, overload or probe systems, to facilitate spam or phishing, to circumvent limits, to scrape our site, or for any unlawful purpose; and do not attempt to access other customers' data. We may suspend or terminate accounts that breach the policy (Section 15).

6. Nature of Results — No Guarantees

6.1 Third-party data. Results are derived from data controlled by third parties — authoritative name servers, mail servers, certificate authorities, DNS-blacklist operators, RDAP/WHOIS registries and public resolvers — obtained at the moment of the query from our infrastructure in Virginia, United States. That data may be delayed, cached, incomplete, inconsistent between locations or incorrect, and it changes without notice.

6.2 Diagnostic aid only. Health scores, pass/warning/error grades, recommendations and generated records are our automated interpretation of that data against public standards (RFCs) and common receiver practice. They are an aid to your own judgement. They do not guarantee that email will be delivered, that a domain, certificate or website will be available, secure or compliant, or that a blacklist listing or its absence is accurate.

6.3 Generated records. Records produced by the generators (SPF, DKIM, DMARC, BIMI, MTA-STS, TLS-RPT) are suggestions based on the input you provide. You are responsible for reviewing them and for the consequences of publishing them in your DNS. DKIM private keys generated by the Service are shown to you once, are not stored by us after the response, and are your sole responsibility.

6.4 Not professional advice. The Service does not provide legal, security-audit, compliance or other professional advice.

7. Monitoring, Alerts and Notifications

7.1 Scheduling. Monitored domains are re-checked at the interval of your Plan by a scheduler. Intervals are targets, not guarantees; runs may be delayed by load, maintenance or third-party timeouts. WHOIS/RDAP-based checks (domain expiry) run at most once per 24 hours regardless of Plan because of registry rate limits.

7.2 Delivery. Alerts are handed to our email provider (Resend) or to the webhook/Slack endpoint you configure. Delivery to a mailbox or endpoint depends on systems outside our control. Alerts are a convenience, not a substitute for your own monitoring of critical systems. Expiry alerts are sent at fixed thresholds (for example 60/30/14/7/3/1 days); they do not renew anything for you.

7.3 Alert volume. To protect recipients we may group alerts and cap the number of alert emails sent per account per hour.

7.4 Plan limits. If the number of domains on the account exceeds the Plan limit, only the oldest domains up to the limit are monitored.

8. API Terms

8.1 Access. API access is included in the Plans that list it. Requests are authenticated with a bearer API key issued from your account. Keys may be revoked by you at any time.

8.2 Quotas and rate limits. Each Plan includes a monthly call quota; identical queries are served from a short cache and still count as calls. We may apply per-key or per-IP rate limits and may reject calls that exceed them with HTTP 429.

8.3 Permitted use. You may integrate Results into your own internal tools, dashboards, onboarding and ticketing flows and client reports. You may not resell API access or Results as a standalone or competing lookup service, or share keys with third parties, without a written partner agreement with us (see the [partner programme](#)).

8.4 Changes. We may add, change or deprecate endpoints, fields and tools. Breaking changes to documented endpoints are announced on the [changelog](#) at least 30 days in advance where reasonably practicable.

9. Intellectual Property

9.1 Ours. The Service — including its software, DNS and network clients, scoring logic, design, brand, documentation and content — is owned by InsideMaps Bulgaria EOOD or its licensors and is protected by copyright, trademark and other laws. Subject to these Terms and the Platform & API License Agreement we grant you a limited, non-exclusive, non-transferable, revocable right to use the Service for your own internal business purposes during the term of your Plan. All rights not expressly granted are reserved. "StatusDNS" and the StatusDNS logo are trademarks of InsideMaps Bulgaria EOOD.

9.2 Yours. You retain all rights in Customer Data. You grant us a worldwide, non-exclusive, royalty-free licence to process Customer Data solely to provide, secure, support and improve

the Service. Results generated for you may be used and shared by you, including in reports to your own clients.

9.3 Feedback. If you send us suggestions or feedback you grant us a perpetual, irrevocable, royalty-free licence to use it without obligation or attribution.

10. Customer Data and Privacy

Our processing of personal data is described in the Privacy Policy. Business customers that process personal data of their own end users through the Service are covered by our Data Processing Addendum, which forms part of these Terms for such customers; our current sub-processors are listed at /subprocessors. Most Customer Data (domain names, IP addresses, DNS records) is public infrastructure data rather than personal data. The checks themselves necessarily transmit the queried domain or IP address to third-party DNS servers, blacklist operators and registries, which may log it under their own policies.

11. Third-Party Services

The Service depends on third parties we do not control: Paddle (payments and invoicing), Resend Inc. (transactional email), OVH SAS (hosting), Cloudflare Inc. (DNS and reverse proxy for statusdns.com), the operators of DNS blacklists, RDAP/WHOIS registries and registrars, public resolvers, and the name servers, mail servers and web servers of the domains you check. Their availability, accuracy, terms and policies are theirs. Where a third party blocks, rate-limits or misreports our queries, Results may be incomplete; we indicate timeouts and errors in the Results where we can detect them.

12. Warranties and Disclaimer

12.1 We warrant that we will provide the Service with reasonable skill and care and substantially in accordance with its published description.

12.2 Except as expressly stated in these Terms, and to the fullest extent permitted by applicable law, the Service and all Results are provided **"as is"** and **"as available"**, and we disclaim all other warranties, express or implied, including merchantability, fitness for a particular purpose, non-infringement, accuracy and uninterrupted or error-free operation. We do not warrant that the Service will detect every problem with a domain or that the absence of a warning means a domain is correctly configured.

12.3 Section 12.2 does not apply to Consumers to the extent that mandatory law provides otherwise (see Sections 20 and 21).

13. Limitation of Liability

13.1 Exclusions. To the fullest extent permitted by law, we are not liable for any indirect, incidental, special, consequential or punitive loss, or for loss of profit, revenue, business, goodwill, data or anticipated savings, or for costs of procuring substitute services, however arising — including loss caused by undelivered email, a lapsed domain or certificate, a blacklist listing, a DNS change that was not detected or an alert that was not delivered or acted upon.

13.2 Cap. Our total aggregate liability arising out of or in connection with the Service in any 12-month period shall not exceed the amount you paid to us (through Paddle) for the Service in that period, or, for users of the Free plan or a Trial, **EUR 100**.

13.3 Nothing excluded that cannot be. Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, for gross negligence or wilful misconduct where such limitation is not permitted, or any other liability that cannot be excluded or limited under applicable law, including the mandatory rights of Consumers.

14. Indemnification

If you are not a Consumer, you will defend, indemnify and hold harmless InsideMaps Bulgaria EOOD and its directors, employees and contractors from and against any third-party claim, loss, liability, damage, cost and expense (including reasonable legal fees) arising from (a) your breach of these Terms or the Acceptable Use Policy, (b) Customer Data or your use of Results, (c) your use of the Service against systems you were not entitled to check, or (d) your violation of any law or third-party right. We will notify you promptly of any such claim and cooperate reasonably at your expense.

15. Suspension and Termination

15.1 By you. You may cancel a Subscription at any time (Section 2.5) and may close your account at any time from *Account → Profile & Security*. Closing the account deletes your Customer Data within 30 days, except data we must retain by law (Section 8 of the Privacy Policy).

15.2 By us. We may suspend or terminate your access, in whole or in part, with immediate effect if (a) you materially breach these Terms or the Acceptable Use Policy, (b) a payment for a Subscription fails and is not remedied within 14 days of notice, (c) we are required to do so by law or by a court, regulator or Paddle, or (d) your use creates a security or legal risk for us or other customers. Where reasonably possible we will notify you and give you an opportunity to cure. We may also discontinue the Service or any feature with at least 60 days' notice, refunding pro rata any prepaid period not delivered.

15.3 Effect. On termination your right to use the Service ends, API keys stop working and monitoring stops. Sections 6, 9, 12, 13, 14, 19, 20 and 22 survive termination.

16. Changes to These Terms

We may update these Terms from time to time. The current version, its number and “Last updated” date are shown at the top of this page. Material changes are announced by email to account holders and on this page at least 14 days before they take effect (30 days for price changes, Section 2.7). If you do not agree with a change you may cancel before its effective date; continued use after that date constitutes acceptance. Changes required by law or to address security may take effect immediately.

17. Force Majeure

Neither party is liable for failure or delay in performance caused by events beyond its reasonable control, including acts of God, war, terrorism, civil unrest, labour disputes, governmental action, failures of the internet, DNS root or registry infrastructure, upstream hosting or network providers, or denial-of-service attacks, provided the affected party uses reasonable efforts to mitigate. Payment obligations for services already delivered are not excused.

18. Governing Law and Dispute Resolution

18.1 These Terms and any dispute or claim arising out of them are governed by the laws of the Republic of Bulgaria, excluding its conflict-of-laws rules and the UN Convention on Contracts for the International Sale of Goods.

18.2 Subject to Section 18.3, the courts of Sofia, Bulgaria have exclusive jurisdiction.

18.3 Consumers. If you are a Consumer resident in the EU/EEA, the United Kingdom or elsewhere, you also benefit from the mandatory provisions of the law of your country of residence and may bring proceedings in the courts of that country. EU Consumers may use the European Commission’s Online Dispute Resolution platform at <https://ec.europa.eu/consumers/odr> (<https://ec.europa.eu/consumers/odr>). We are not obliged to, and do not currently, participate in alternative dispute resolution before a consumer arbitration body, but we will always try to resolve complaints directly — write to support@statusdns.com.

18.4 No mandatory arbitration. Nothing in these Terms requires you to arbitrate or waives your right to bring a claim in court.

19. Consumer Statutory Rights — Overriding Savings Clause

If you are a Consumer, the laws of your country may give you rights that cannot be limited by contract — for example rights to conforming digital services, remedies for lack of conformity, cancellation and withdrawal rights, and protection against unfair terms. Where any provision of these Terms would limit such a right, that provision applies only to the extent permitted by that law, and the statutory right prevails. Nothing in these Terms is intended to, or shall, exclude or limit our liability in a way that is not permitted by applicable law.

20. Region-Specific Provisions

20.1 European Union and European Economic Area. Under Directive 2011/83/EU you have a right to withdraw from a distance contract within 14 calendar days without giving a reason. Because the Service is a digital service that starts immediately when you subscribe, by starting a paid Subscription or Trial you expressly request immediate performance and acknowledge that, once performance has begun, you lose the statutory right of withdrawal for the period already performed; where withdrawal is exercised during the 14 days you pay only a proportionate amount for the service provided until you informed us. Independently of this, our voluntary 14-day money-back guarantee in the Refund Policy applies. The Digital Content Directive (EU) 2019/770 conformity rules apply to Consumers.

20.2 United Kingdom. Consumers have rights under the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, including a 14-day cancellation right with the same immediate-performance rules as in 20.1.

20.3 United States. Disputes are subject to Section 18 unless the mandatory law of your state provides otherwise. Nothing in these Terms limits rights under the Federal Trade Commission Act or applicable state consumer-protection statutes. *California residents:* under Civil Code §1789.3 you may contact the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs, 1625 North Market Blvd., Suite N 112, Sacramento, CA 95834, or by telephone at (800) 952-5210. Our Subscriptions are fixed-term and do not renew automatically (Section 2.5), so California's Automatic Renewal Law does not apply to them; you may cancel online at any time from your account.

20.4 Australia. The Service comes with guarantees that cannot be excluded under the Australian Consumer Law. For major failures you are entitled to cancel and obtain a refund of the unused portion or compensation for its reduced value, and to compensation for other reasonably foreseeable loss; for other failures, to have the problem fixed within a reasonable time.

20.5 Canada. Canadian consumers retain all rights under federal and provincial consumer-protection legislation. Quebec residents may request a French-language version of these Terms at support@statusdns.com; the parties have expressly requested that this agreement

and related documents be drawn up in English (*les parties ont expressément demandé que ce contrat soit rédigé en anglais*).

21. Miscellaneous

- **Entire agreement.** These Terms, together with the documents they reference, are the entire agreement between you and us regarding the Service and supersede all prior agreements. Order of precedence in case of conflict: DPA (for personal-data matters), these Terms, the Platform & API License Agreement, the Acceptable Use Policy, the Refund Policy, the SLA.
- **Assignment.** You may not assign or transfer your account or these Terms without our written consent. We may assign these Terms to an affiliate or a successor in a merger, acquisition or sale of assets, with notice to you.
- **Severability.** If any provision is held invalid, the remainder continues in force and the invalid provision is replaced by a valid one that comes closest to its intent.
- **Waiver.** Failure to enforce a provision is not a waiver of it.
- **Notices.** Notices to us must be sent to support@statusdns.com or by post to the registered address above. Notices to you are sent to the email address on your account and are deemed received on the next Business Day.
- **Language.** These Terms are written in English. Any translation is provided for convenience; the English version prevails.
- **Export and sanctions.** You may not use the Service in breach of applicable export-control or sanctions laws of the EU, the United Kingdom or the United States.
- **Contact.** InsideMaps Bulgaria EOOD, Graf Ignatiev St 44-A, fl. 4, 1000 Sofia, Bulgaria · support@statusdns.com · business hours Mon–Fri 09:00–18:00 EET.