



THE OUTSTANDING
WEBSITE COMPANY

AWARD WINNING
DIGITAL AGENCY

TERMS AND CONDITIONS

**DON'T
SWIM WITH
THE TIDE**

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Outstanding Web & Outstanding digital are a trading name of WoW Design Solutions Ltd Registered in England and Wales, Company number 9008357 registered office Unit 15, Hockliffe Business Park, Watling Street, Hockliffe, Leighton Buzzard LU7 9NB

- Design is a complex process, unfortunately no timeline can be given for this process, as it is dependent on client/designer interaction and feedback.
- Once functionality is agreed, estimated delivery date will be 12-14 weeks from design sign off (unless otherwise agreed). Timelines are also subject to change if responses and content from the client are not received by the agreed time.
- A 50% deposit will be required upfront before website development commences, late payment of this may also affect the timeline. This deposit will be non-refundable if any work has commenced.
- Whilst The Outstanding Website Company will take every step to ensure typographical errors, spelling mistakes and incorrect information are not present on the final works, it is the client's responsibility to check over all aspects of their order to ensure it is correct.
- The Outstanding Website Company retain all rights to any design works completed within the process until the client is paid in full. Any other unused designs will be retained by The Outstanding Website Company, these designs are free to be applied to any future clients.
- If The Outstanding Website Company is unable to communicate with you the client regarding any works for a period of more than 28 days we will consider the order void and all deposits forfeited.
- On occasion it may be necessary to terminate the contract. If the client wishes to terminate the contract they will forfeit their deposit, this is to cover works already completed and any initial outlay by The Outstanding Website Company. This cancellation may also incur further charges, dependent on work completed to date of cancellation.
- Should the client request changes after elements have been signed off, this will be subject to a cost which will be quoted at the time.
- The Outstanding Website Company will observe any data protection requirements during and after the contract and will comply with any necessary confidentiality requirements the client may have. This can be detailed on an individual basis if required.
- All of the images provided will remain the property of the client unless otherwise stated.
- The website will become the property of the client once final sign off is achieved and the final invoice paid. However, The Outstanding Website Company will retain all intellectual property with regards to Vanilla CMS.

- The client is to supply the copy/content and The Outstanding Website Company will upload 40 pages of content for free.
- If content submission is delayed by the client and the website is completed up to and including all requested functionality, the final invoice will be issued and payment expected. Content uploads for the client beyond this point will be at the discretion of The Outstanding Website Company and may incur further charges. If some functions can not be completed due to the client (for example failure to provide payment gateway details when requested) then the website will also be deemed as complete and payment due if all other functions are finished.
- The Outstanding Website Company will provide a lifetime guarantee on our custom CMS, which states If the website has errors that are of no fault of the user, The Outstanding Website Company will fix these. If the user is at fault, there may be a charge at £100 + VAT per hour, these charges will be fully quoted.
- If email credits are purchased as a part of any package, then these credits are not refundable and these must be used within twelve months. There is no facility to roll the credits over to the following year or to refund this element.
- Each of our projects come with a 3 month post launch support period, this time is designed to get you through the possible changes following go live. Once this 3 months is over, if you require further support, then you will need to look at one of our support packages.
- Please see this link: <https://www.outstandingweb.co.uk/support-packages>
- Any reference to a Money Back Guarantee is based solely on the functionality document, if you feel that detailed functionality is not completed, then you have the option to make a claim on these grounds.