



STANDARD

TERMS AND CONDITIONS

T&C's

- DESIGN IS A COMPLEX PROCESS, UNFORTUNATELY NO TIMELINE CAN BE GIVEN FOR THIS PROCESS AS IT IS DEPENDENT ON CLIENT/DESIGNER INTERACTION AND FEEDBACK.
- IF ALL OF THE BELOW IS AGREED THE ESTIMATED DELIVERY DATE WILL BE 10-12 WEEKS FROM DESIGN SIGN OFF, HOWEVER THIS TIMELINE IS SUBJECT TO CHANGE IF RESPONSES AND CONTENT FROM THE CLIENT IS NOT RECEIVED ON 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. ANY OTHER UNUSED DESIGNS WILL BE RETAINED BY THE OUTSTANDING WEBSITE COMPANY, THESE DESIGNS ARE FREE TO BE APPLIED TO ANY FUTURE CLIENTS UNTIL THE CLIENT HAS PAID IN FULL.
- 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 DEPENDANT ON WORK COMPLETED TO DATE OF CANCELLATION.

- SHOULD THE CLIENT REQUEST CHANGES AFTER ELEMENTS HAVE BEEN SIGNED OFF THIS MAY 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.
- 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 OUTSTANDING WEB AND MAY INCUR ADDITIONAL CHARGES.
- THE OUTSTANDING WEBSITE COMPANY WILL PROVIDE A YEARS GUARANTEE WHICH STATES YOUR WEBSITE WILL BE FULLY COMPATIBLE UP TO THREE BROWSER VERSIONS BACK (E.G. FIREFOX VERSION 30 ETC.), IF THE WEBSITE HAS ERRORS THAT ARE NO FAULT OF THE USER THE OUTSTANDING WEBSITE COMPANY WILL FIX THESE. IF THE USER IS AT FAULT, THERE MAY BE A CHARGE AT £60+VAT PER HOUR, THIS CHARGE WILL BE FULLY QUOTED
- IF EMAIL CREDITS ARE PURCHASED AS PART OF ANY PACKAGE THEN THESE CREDITS ARE NON-REFUNDABLE AND MUST BE USED WITHIN TWELVE MONTHS. THERE IS NO FACILITY TO ROLL THE CREDITS OVER TO THE FOLLOWING YEAR OR TO REFUND THIS ELEMENT.