



Terms and Conditions

Client Commitment

In order for your website project to be completed on time and on budget we request that our client commit to the following

1. **Initial content.** Provide as much content as possible before we start the design.
2. **Branding.** Provide all branding information before we start the design.
3. **Feedback.** Provide feedback on our mock up within 2 weeks, if you are unable to provide feedback due to other commitments – please simply let us know so that we may schedule the next stage of your project accordingly.
4. **Final content.** Provide full content as soon as possible after we have started the build. **If full content is not provided 8 weeks after we have completed the build, we will request full payment and re-prioritise your project.** If you are having problems with getting the content together then please let us know as soon as possible.
5. **Keep us informed.** Keep us full informed of your schedule, please let us know when we can expect feedback and content from yourself so that we may schedule work.

Our Terms

1. **Initial Consultation.**
 1. Will be held at our offices in Woking free of charge and by appointment only.
 2. We will travel to the client's place of business by negotiation only.
 3. Not including packages under £500 where consultation will be by telephone and email only.
2. **Website Design.**
 1. The website design will be created as an image and signed off by the client before the website is built.
 2. The website design can have any number of iterations, within the package design time.
 3. Only minor changes can be made to the website design after build has commenced before additional fees are due.
 4. Each package type includes a maximum design time, we can provide examples of the complexity of designs for each package or you may look at our on line portfolio for examples.
3. **Content.**
 1. Unless otherwise negotiated, it is the client's responsibility to provide all content for the website. Ideally the content should be provided as a word document with no more than one page per website page.
 2. **Images.** Any specific images required must also be provided.
 3. **Stock Images.** We will provide 1 images per page from stock if



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required. Additional images will be charged at £10 + stock image fee.

4. **Image Storage.** 100 images per website and 50 per page. With the exception of *SMART image+* package which allows 500 images per website and pagination (multiple pages) on a single page.

4. Ownership.

1. Ownership of the web site remains with us until the all monies for the web site design have been fully paid. Thereafter we grant the client non-exclusive use of all material created and designed by us for use in the web site created by us under this contract.
2. **Link to us.** The B Web Sites Ltd link must remain in the footer area of the client's web site.
3. **Portfolio.** We reserve the right to feature your website on our portfolio as displayed on our website. This good for you since we will also provide a link through to your live website.

5. Payment.

1. **Deposits.** For projects under £600 we request full payment in advance. For larger projects we request a 50% deposit and 50% upon completion. We may accept a personal payment schedule for projects over 2k.
2. **Final Payment.** Will request any final payments due 8 weeks from the design being accepted. This will be regardless of whether the content is received. If the content is not received during this time period, the client will have the opportunity to upload content via SMART or we may schedule the upload at our convenience.
3. **Go live.** We will not publish or provide any content by any means until final payment have been received.

6. Domain Name Registration.

1. .co.uk domain names are charged at £15/year. .com domain names at £20/year.
2. 1 year .co.uk is included with all website packages.
3. **Domain Transfers.** We will attempt to transfer any domains held once full details are provided by the client. We cannot be held liable for any failed transfers. Fee's will be due on work completed even if the domain is not transferred due to a third party not cooperating.
4. **Transferring domains away.** There will be a fee of £25 for transferring a .com or .net domain away.

7. SMART License Fee/per module

1. £175 per for the first year and then £75 - £125 dependant on package type. Prices subject to change without notice but will not increase by more than 25% in any one calendar year.

8. Support

1. **With a website only purchase.** The client is expected to provide bugs and issues within 8 weeks of going live. Any issues reported after this date will be charged at the usual hourly rate. If the client chooses



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not to use our hosting facilities then it is the client's responsibility to support the website in all aspects.

2. **With a website and SMART order.** The client will be provided with full support for updating and managing their website for the lifetime of their contract with us.
 3. **Hosted Websites.** All websites hosted by us will be entitled to 1 or 2 hours free updates per year (depending on package type) and to hosting related support.
 4. **Telephone and email support**– we aim to acknowledge queries same working day.
9. **Third Party Software.**
1. Any software that is provided by us to the client is held under separate license agreements. Once the client has agreed to buy software from Us the incurred costs is non-refundable on cancellation of this contract
 2. For Ecommerce sites using Roman Cart. Roman Cart fees are payable directly to Roman Cart.
 3. For Actinic Software we will purchase the license on the clients behalf.
10. **Cancellation Rights.**
1. You have a right to cancel your order. In the event of cancellation you will be invoiced for the cost of the work carried out so far based on our hourly rate. If no work was completed, you will not be charged.
11. **Failure To Pay.**
1. In the event of non payment with in 15 working days the account will be considered to be in default. The website and any services purchased might be suspended.
 2. **Suspension of a website and/or hosting can affect your email service and your results may be harmed in search engine page return results.**