



Forge Cottage Oxdrove Burghclere Newbury Berkshire RG20 9HJ

## TERMS AND CONDITIONS WEB DESIGN SERVICES

**1. Contract:** The client's written acceptance of the quotation indicates approval for work to commence and acceptance of the Terms and Conditions outlined in this document and shall be deemed a contractual agreement between the client and The Green Patch Design Company.

**2. Intellectual Copyright:** The Green Patch Design Company holds intellectual copyright of any material, including source code and original images created for the client until payment of the final invoice. At this time we will transfer this intellectual copyright to the client.

**3. Clients Responsibilities with Regard to Copyright:** In situations where the client provides images, text, animations, layouts or any other content for their website they are legally responsible for ensuring that this material does not infringe any copyright.

**5. Search Engine Promotion:** The order in which websites are ranked in the natural search results is controlled by the search engines. While we can optimise your site initially for this by making it search engine friendly, it is impossible to make any guarantees on ranking position without SEO.

**6. Cancellation:** Should the client wish to cancel at any point during the process they shall remain liable for the work that has taken place and shall be invoiced accordingly.

**7. Quotations:** The price quoted to the client is for the work specifically agreed on the quotation only. Should the client decide that changes are required after work on the website has commenced there maybe a surcharge.

**9. Payment - Refund Policy:** After work on a website commences advances are not refundable.

**10. Final Payment:** Invoices are only issued when clients accept that their website has been completed to their satisfaction. Payment of the balance is due immediately on completion of the website. We reserve the right not to launch a website until full payment has been received.

**11. Future Site Problems:** Problems caused by malicious software, spyware, viruses and website hacking are a fact of life on today's Internet. It is highly unlikely that these will affect your website, and The Green Patch Design Company will Endeavor to protect it from this as much as we can during its creation, but after the website is handed over we cannot be held responsible for problems caused by illegal activity or the actions of others.

**12. Compliance with Ecommerce, Accessibility or Other Regulations:** We design websites in accordance with the client's specifications. It is the client's responsibility to ensure that the website and its content comply with current online trading laws and regulations. We cannot accept responsibility for any failure to comply with laws and regulations related to accessibility, selling online or those related to a specific business or trade.

**13. Errors and omissions excepted.**