

**Koreti is the trading name of Koreti Limited, registered
in England and Wales with company number 08142609, whose office is at
H3, The Fulcrum, Vantage Way, Poole, Dorset, BH12 4NU, UK.**

Terms & Conditions of Business

SECTION A – GENERAL TERMS & CONDITIONS

Koreti Ltd. supplies a wide range of Services. Some of the terms and conditions herein vary according to the Service specified in the Proposal. This Section A contains general clauses; additional clauses are specified according to the Services specified in the Proposal and are contained in Sections B & C.

1. Interpretation

1. In these Terms and Conditions, the following definitions apply:

"Koreti" means Koreti Limited or any of its subsidiaries or Partners providing Koreti related services, hereinafter referred to as "the Company";

"Partner" means an authorised partner of the Company who provides solutions that include the Company's solutions, bound by a Partner agreement;

"Customer" means the individual or company to whom the invoice is addressed;

"Proposal" means the formal quotation completed and signed by the Customer; this Proposal may refer to supporting documentation providing detail and scope for the project;

"Purchase Price" means the price for the Service as detailed in the Proposal;

"Service" means the services specified in the Proposal;

"Software" means the software that is used to provide the Service;

"Subscription" means the monthly charge specified in the Proposal for the ongoing provision of the software and support;

"Web Hosting" means the provision of a web service that responds to a browser's request for web content with the content requested. It also includes the provision of any file hosting service accessible through FTP. It does not include other services such as domain management, email hosting and Internet connectivity to/from the Customer's premises;

"First Line Support" means initial analysis and fault logging;

"Support Time" for WordPress website Services means the time spent assisting the Customer with issues related to the Software outside the scope of the Proposal, or following project sign-off. It includes administration time related to the issue, including but not limited to the time taken to log details of telephone calls;

"Confidential Information" for each party the terms of this Agreement and all information and/or data belonging to or relating to that party, its associates, its or their businesses, activities, affairs, products, services, suppliers, customers or prospective customers disclosed (whether in writing, verbally or by any other means and whether directly or indirectly) by that party, its representatives or advisers, to the other party, its representatives or advisers whether before, on or after the date of this Agreement;

"Deliverable" means a service or set of services that may be delivered at one time, for example: a design draft, a consultation meeting, a website project or other electronic content;

"Event" means a Service delivered on a particular date, for example: a training course, or a series of presentations;

"Business Day" means any day which is not a Saturday, Sunday or a bank or public holiday in England;

1.2. In these Terms & Conditions (except where the context otherwise requires):

1.2.1. the clause headings are included for convenience only and shall not affect the interpretation of these Terms & Conditions;

1.2.2. use of the singular includes the plural and vice versa;

1.2.3. use of any gender includes the other genders;

1.2.4. any reference to "persons" includes natural persons, firms, partnerships, companies, corporations, associations, organisations, governments, states, foundations, and trusts (in each whether or not having separate legal personality);

1.2.5. any reference to a statute, statutory provision or subordinate legislation ("legislation") shall (except where the context otherwise requires) be construed as referring to:

- a. such legislation as amended and in force from time to time and to any legislation which (either with or without modification) re-enacts, consolidates or enacts in rewritten form any such legislation; and
- b. any former legislation which re-enacts, consolidates or enacts in rewritten form.

1.2.6. any phrase introduced by the terms "including", "include", "in particular", "such as" or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.

2. Force Majeure

The Company shall not be liable for any delay or failure in performance of its obligations under this agreement which is due to or results from any circumstances beyond its reasonable control. In any such event the Company shall be entitled to delay or cancel delivery of the Service.

3. Law

These Terms and Conditions of Business and Agreement with a Customer (including any non-contractual matters and obligations arising therefrom or associated therewith) are governed by, and construed in accordance with, the laws of England and Wales. Any dispute, controversy, proceedings or claim between the parties relating to these Terms and Conditions or to an Agreement (including any non-contractual matters and obligations arising therefrom or associated therewith) shall fall within the jurisdiction of the courts of England and Wales.

4. Severability

4.1. If any term or provision of this Agreement shall be found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or in conflict with the law, the validity or enforceability of the remainder of this Agreement shall not be affected thereby.

4.2. If any provision of this Agreement is found to be invalid or unenforceable but would be valid or enforceable if some part of the provision were deleted, the provision in question shall apply with such modification(s) as may be necessary to make it valid and enforceable.

5. Waiver

No failure or delay by either party in exercising, wholly or partially, any of its rights with regard to any breach or default of this agreement by the other party shall constitute a waiver of such rights and no waiver of any such breach or default shall be deemed to constitute a waiver of any other rights or any subsequent or continuing breach of default.

6. Assignment

The Customer may not sub-licence, assign, transfer or otherwise dispose of its rights under this Agreement or any part of it without the written consent of the Company.

7. Notices

7.1. Any notice or other communication pursuant to this Agreement must be in writing and signed by or on behalf of the party giving it and may be served by pre-paid first class post to the address of the relevant party as set out in this Agreement, by fax or subject to the provisions of clause 7.2 by email. All such notices or demands shall be deemed to have been received:

7.1.1. in the case of pre-paid first class post two Business Days after posting; and

7.1.2. in the case of fax, at the time of transmission, provided that if receipt occurs before 9am on a Business Day the notice shall be deemed to have been received at 9am on that day, and if receipt occurs after 5pm on a Business Day, or on a day which is not a Business Day, the notice or demand shall be deemed to have been received at 9am on the next Business Day.

7.2. A communication sent by email shall not be effective unless the addressee acknowledges receipt of such communication, such acknowledgement to take the form of a reply email to include the communication being acknowledged, or a 'read receipt' generated by the recipient's email software when an email has been opened and its content viewed by the recipient.

8. The Proposal

8.1. The Company shall provide a Proposal to the Customer for each project. The Proposal forms part of this agreement.

8.2. The Customer assumes sole responsibility for ensuring that the Service described in the Proposal meets its requirements before signing the Proposal.

8.3. The Customer shall return the signed Proposal by letter, fax or email as described in clause 7. Upon receipt of this order acknowledgement, a contract shall be created between the Company and the Customer for the supply of the Service.

8.4. By purchasing the Service, the Customer acknowledges that they have read these Terms and Conditions, understands them and agrees to be bound by them.

8.5. Where the Service includes Web Hosting, the Customer acknowledges that they have read the Acceptable Use Policy (AUP), understands it and agrees to be bound by it.

9. Cancellation

9.1. The contract may not be cancelled following order acceptance unless a trial or rejection period has been agreed in advance. At the sole discretion of the Company, a contract may be cancelled either wholly or in part subject to timing, and only once agreement in writing has been notified to the Customer according to clause 7.

9.2. For retained work billed monthly and where no contract period has been explicitly stated on the Proposal, the contract may be terminated by the Customer giving 3 months' notice in writing according to clause 7.

9.3. Unless otherwise stated in the Proposal or subject to clause 9.1 and clause 9.2, the contract may not be cancelled except by agreement in writing of both parties and upon payment to the Company of such amount as may be necessary to meet the costs incurred to the Company up to the date of cancellation and to indemnify the Company against all loss resulting from the said cancellation.

9.4. The Customer shall have no right to seek any cancellation or repayment of job costs on the basis of style or composition.

10. Confidentiality

10.1. During the period of this Agreement and for a period of 3 years after both parties undertake:

10.1.1 to keep the Confidential Information confidential;

10.1.2. not to use the Confidential Information for any purpose except the performance of its obligations under this Agreement; and

10.1.3. not to use the Confidential Information so as to procure any commercial advantage over the other party.

10.2. The obligations contained in clause 10.1 above shall not apply to any Confidential Information which:

10.2.1. is already in the possession of the disclosing party other than as a result of a breach of this Agreement;

10.2.2. is at the date of this Agreement or at any time after the date of this Agreement comes into the public domain other than through breach of this Agreement; or

10.2.3. is required to be disclosed by any applicable law or regulation or by any governmental or administrative authority or by an order of any court of competent jurisdiction.

10.3. Each party undertakes to take all such steps as shall from time to time be necessary to ensure compliance with the provisions of Clause 10 by its employees, agents and sub-contractors.

10.4. The Customer agrees that the ideas, materials and other documents relating to the Service are confidential and all proprietary rights belong to the Company and shall not be used or disclosed except as permitted by this agreement.

10.5. This clause 10 shall survive the termination of this Agreement for whatever reason.

11. Intellectual Property Rights

11.1. Once full payment has been made and the deliverables have completed and signed off, the ownership of the rights to the deliverables created will pass to the Customer.

11.2. Third party materials, such as imagery, used in the deliverables may be subject to usage liabilities such as royalties and licence fees. The Company shall procure such licence as necessary for the use of third party materials for use within the scope of the Proposal.

The Customer should obtain written consent from the Company for use of any part of the deliverables outside of the scope of the Proposal.

11.3. Unless otherwise stated in the Proposal, the Company reserves the continuing right to use any deliverables it produces for the promotion of its services.

11.4. Where the Proposal includes Software created by the Company, the Company retains ownership of all copies of the Software and the Intellectual Property Rights (IPR) therein. The Customer has no rights to the Software or the IPR contained therein.

12. Liability

12.1. The following provisions set out the entire financial liability of the Company (including any liability for the acts or omissions of its employees, agents or sub-contractors) to the Customer in respect of:

12.1.1. any breach of this Agreement; and

12.1.2. any representation, statement or tortious act or omission including negligence arising under or in connection with the contract.

12.2. Subject as expressly provided in these conditions, all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

12.3. Nothing in these conditions excludes or limits the liability of the Company for death or personal injury caused by negligence or for fraudulent misrepresentation.

12.4. Subject to clauses 12.2 and 12.3:

12.4.1. The Company shall not be liable to the Customer for any loss or damage, costs or expenses (whether direct, indirect, incidental or consequential and whether relating to loss of profit, loss of business, business interruption, loss of data, depletion of goodwill or other such losses), suffered by the Customer which arise out of or in connection with the supply of the Service or their use by the Customer.

12.4.2. The Customer assumes all risks as to the suitability, quality, and performance of the Service.

12.4.3. The Company's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise arising in connection with the performance or contemplated performance of this contract shall be limited to, and in no event shall exceed, the amount originally paid to the Company for the Service.

12.4.4. The Company shall not be liable for any loss, damage or delay which arises as a result of the termination of the contract between us, or for our compliance with relevant statutory or regulatory requirements.

12.4.5. It is the responsibility of the Customer to ensure that the deliverables comply with all laws, regulations and codes in all countries where the deliverables are used. The Customer agrees to indemnify the Company against any costs arising from the use or misuse of the deliverables.

12.5. No verbal or written information or advice given by the Company or its dealers, distributors, employees or agents shall in any way extend, modify or add to these conditions.

13. Payment Terms and Pricing

13.1. Where a deposit is required, the Company is not obliged to carry out any work before the deposit is received. In the event that any preliminary work is carried out prior to receipt of the deposit and the order is then cancelled the Company will invoice the Customer for this work.

13.2. The Purchase Price is exclusive of VAT. VAT shall be charged at the prescribed rate at the date of invoicing. The Customer shall pay the VAT to the Company as if it were part of the Purchase Price and all requirements and other provisions concerning payment of the Purchase Price shall apply accordingly.

13.3. The Purchase Price, once accepted by both parties as signified by the receipt of a signed Proposal, is applicable for 12 months from the date of signing. The Company reserves the right to increase the price of any work outstanding after that period.

13.4. Prior to each payment due date, the Company shall issue an invoice to the Customer. Unless otherwise stated in the Proposal, each invoice is payable within 7 calendar days.

13.5. If the Customer fails to make payment on a due date then without prejudice to any other right or remedy available to the Company, the Company shall be entitled to suspend or terminate the Service.

13.5.1 Should a payment be late by 30 or more days, the Company may suspend the Service.

13.5.2. Should a payment be late by 60 or more days, the Company may terminate the Service.

13.6. In the event that any payments due under these terms and conditions become overdue, interest on such amounts shall be payable by the Customer, from the due date to the actual date of payment, after as well as before any judgment, at the rate of 2% over the Bank of England base rate. Such interest shall accrue on a daily basis and be compounded quarterly.

13.7. In the event that any payments due under these terms and conditions become overdue, the Company reserves the right to add a fee of £30+VAT to cover the costs of administration of the debt.

13.8. All payments shall be paid in full without set off, deduction or counterclaim whatsoever.

13.9. Where any invoice includes a reduction due to an agreement to pay by Direct Debit or Standing Order, should the payment not be made by such means, the Company reserves the right to recharge the reduction.

13.10. The Company reserves the right to vary the Purchase Price according to further requirements made by the Customer subsequent to order acknowledgement. Any such variation shall be advised by the Company in writing and confirmed by the Customer in writing before either the work proceeds further or any charges are incurred.

13.11. Where the Proposal includes design work, unless otherwise stated in the Proposal, the Purchase Price includes an allowance for two sets of changes to each deliverable. Additional changes shall be charged at the prevailing hourly rate. Any such variation shall be advised by the Company in writing and confirmed by the Customer in writing before either the work proceeds further or any charges are incurred.

13.12. The charge for carriage of goods is at additional cost to the Customer, unless otherwise stated in the Proposal.

13.13. The Company reserves the right to charge expenses when fulfilling the work. Any mileage shall be charged at the rate of £0.45p per mile. No expenses shall be incurred without the Customer's express written agreement.

14. Changes to Terms and Conditions

14.1. The Company reserves the right to change these Terms and Conditions at any time without notice. The most current version of these Terms and Conditions may be found on our website.

14.2. The most current version of the Terms and Conditions shall supersede all previous versions.

15. Data Protection

15.1. DEFINITIONS

(a) Data Protection Legislation: (i) unless and until the GDPR is no longer directly applicable in the UK, the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998

15.2. (b) Data Controller, Data Processor, Data Subject and Personal Data, Sensitive Personal Data, processing and appropriate technical and organisational measures shall have the meanings given to them in the DPA. Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 15 is in addition to, and does not relieve, remove or replace, a party's obligations under the Data Protection Legislation.

15.3. The parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the data controller and the Provider is the data processor (where **Data Controller** and **Data Processor** have the meanings as defined in the Data Protection Legislation).

15.4. Without prejudice to the generality of clause 15.2, the Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to the Provider for the duration and purposes of this agreement.

15.5. Without prejudice to the generality of clause 15.2, the Provider shall, in relation to any Personal Data processed in connection with the performance by the Provider of its obligations under this agreement:

(a) process that Personal Data only on the written instructions of the Customer unless the Provider is required by the laws of any member of the European Union or by the laws of the European Union applicable to the Provider to process Personal Data (**Applicable Laws**). Where the Provider is relying on laws of a member of the European Union or European Union law as the basis for processing Personal Data, the Provider shall promptly notify the Customer of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit the Provider from so notifying the Customer;

(b) ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the Customer, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);

(c) ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential; and

(d) not transfer any Personal Data outside of the European Economic Area unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:

- i. the Customer or the Provider has provided appropriate safeguards in relation to the transfer;
 - ii. the data subject has enforceable rights and effective legal remedies;
 - iii. the Provider complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred;
- and

- iv. the Provider complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data;
- e. assist the Customer, at the Customer's cost, in responding to any request from a Data Subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- f. notify the Customer without undue delay on becoming aware of a Personal Data breach;
- g. at the written direction of the Customer, delete or return Personal Data and copies thereof to the Customer on termination of the agreement unless required by Applicable Law to store the Personal Data; and
- h. maintain complete and accurate records and information to demonstrate its compliance with this clause 15 [and allow for audits by the Customer or the Customer's designated auditor].

15.6. The Customer consents to the Provider appointing any third party (as they see fit) as a third-party processor of Personal Data under this agreement. The Provider confirms that it has entered or (as the case may be) will enter with the third-party processor into a written agreement incorporating terms which are substantially similar to those set out in this clause 15. As between the Customer and the Provider, the Provider shall remain fully liable for all acts or omissions of any third-party processor appointed by it pursuant to this clause 15.

15.7. Either party may, at any time on not less than 30 days' notice, revise this clause 15 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when replaced by attachment to this agreement).

16. Entire Agreement

16.1. This Agreement and the documents referred to in it, constitute the entire agreement and understanding of the parties and shall supersede any previous agreement between the parties relating to the subject matter of this Agreement. No variation of this Agreement shall be valid unless in writing signed by both parties.

16.2. Each of the parties acknowledges and agrees that in entering into this Agreement, and the documents referred to in it, it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether party to this Agreement or not) which it may have relied on in entering into this Agreement. The only remedy available to it shall be for breach of contract under the terms of this Agreement. Nothing in this clause shall, however, operate to limit or exclude any liability for fraud.

Should you have any questions concerning these Terms and Conditions, contact the Company before submitting a signed agreement to any Proposal.

SECTION B – WEBSITE SERVICES

The Company provides different types of Website Services. The primary platform is the WordPress CMS. Where the Proposal includes the redevelopment, modification, makeover or overhaul of an existing WordPress CMS website, the clauses in Section B and Section C apply to such websites.

16. Payment Terms and Pricing for Website Services

16.1. Unless otherwise stated in the Proposal, the Purchase Price for a website project shall be payable to the Company by the Customer as follows:

16.1.1. 25% non-refundable deposit payable on receipt of the order acknowledgement; and

16.1.2. 50% payment upon customer approval of the proposed updated or new site layout, functions specification document, updated homepage wireframe plan, final homepage graphic design - before development work on the project commences; and

16.1.3. 25% upon approval from an authorised Customer representative(s) that the website is ready to “go live”

16.2. Web Hosting fees for WordPress websites are increased with effect from the 1st January each year according to the published rate of inflation as given by the Retail Price Index (RPI).

16.3. Web hosting fees are payable monthly in advance. The first month’s payment will run from the “go live” date of the website to the end of that month, plus the following full calendar month in advance.

16.4. Once a website or makeover has been approved to “go live” and has been published, the Customer must report any “snags” or “bugs” (defects to be corrected) within 7 Business Days of this first publishing date. Such snags must still fall inside of the scope of the Proposal and be agreed by the Company to be fair and reasonable. The Deliverable will be deemed complete after (a) 7 Business Days have elapsed since the first publishing date and (b) once the agreed “snags” have been corrected.

17. Software

17.1. The Customer assumes sole responsibility for ensuring that the Software functionality meets its requirements before signing the Proposal.

17.2. Unless the Proposal explicitly states otherwise, the Customer bears all cost for modification to the Software in the event that the Customer discovers, subsequent to signing the Proposal, that the Software functionality does not meet its requirements

17.3. No Software or Internet service can ever be guaranteed to be 100% reliable. The Company shall not be liable for any losses caused resulting from the use of (or inability to

use) the Service, due to faults in the Software or underlying software, hardware, networks or any other cause of failure.

17.4. The Company does not warrant any Software that has been altered or changed in any way by anyone other than the Company. The Company is not responsible for problems associated with or caused by incompatible operating systems or equipment, or for problems in the interaction of the Software with software not furnished by the Company.

18. Web Hosting

18.1. The Customer agrees to abide by rules regarding acceptable use of the Web Hosting service:

18.1.1. The Customer agrees to abide by the separate terms and conditions of the Acceptable Usage Policy, available on request.

18.1.2. The Customer agrees that the Web Hosting facility may be provided by a third party and that the Terms and Conditions, including the Acceptable Usage Policy, of that third party shall apply to the Customer.

18.2. The Company shall make all reasonable efforts to ensure that the Service is available, subject to any limitations imposed by the third party web hosting.

18.3. The Company may, from time to time, temporarily withdraw Service for the purpose of making enhancements available to the Customer and for maintenance or support issues.

18.4. The Web Hosting service will be provided on the basis of 'reasonable usage' for server load, disk space and bandwidth:

18.4.1. 'Reasonable usage' of the Web Hosting service provides unlimited bandwidth based on a maximum of 10,000 website visitors per month, and up to 4GB of disk space to host the actual website.

18.4.2. Due to the varying nature of a website's content and popularity it is not possible to provide exact description of 'reasonable usage' for server load hence the Company states an expectation that 95% of their customers would not exceed 'reasonable usage' for server load.

18.5. Where the Customer's website exceeds reasonable usage, the Company may offer to provide the Customer with a higher capacity service at an agreed increased fee. In circumstances where the server load is much higher than expected, the Company may either (a) offer the Customer a bespoke Web Hosting solution at an agreed increased fee or (b) if an agreed solution is not found the Web Hosting service may be terminated at no cost to either party.

19. Other Internet Services (Email, Domain, ISP, DNS)

19.1. The Customer agrees that it is their responsibility to source all of the appropriate services required to run their website, including domain name management, email and Internet connectivity.

19.2. the Company does not offer Internet Service Provider (ISP) services, such as provision of an Internet connection to the Customer's computer or computer network.

19.3. The Company does not offer email services, such as the provision of a mail server for the purpose of sending email messages from the Customer's computer or computer network, or receipt of email messages. The Company is happy to recommend other providers for email services. Where such services have been provided in the past, they shall continue to be supported for existing domain names only.

19.4. The Company may offer optional services for domain name purchase, renewal and management.

20. Domain Name Registration and Renewal

20.1. The Company may offer the Customer domain name purchase and renewal services for one or more domain names related to the Customer's website. This service is only available where the Customer also purchases a Web Hosting service using the domain names.

20.2. The contract for the registration is between the Customer and the Naming Authority. The Customer is bound by the terms and conditions of the Naming Authority.

20.3. The Company cannot guarantee that they will be able to register any requested domain name and, until specific confirmation of registration has been given, the Customer cannot assume the registration has been affected.

20.40 The Company gives no warranty that the Internet Domain Name requested will not infringe the rights of any third party and the Customer indemnifies he Company in respect of any such infringements.

20.5. The Company reserves the right to vary the fees for domain name purchase and renewal from time to time.

20.5.1. The current fees for domain name purchases will be stated to the Customer the time of purchase.

20.5.2. The current fees for domain name renewals will be stated to the Customer in the month preceding the renewal with a minimum of 14 Business Days' notice to allow the Customer time to transfer the domains elsewhere if required.

20.6. The fees for domain name purchase and renewal include DNS hosting if required.

20.6.1. Where DNS hosting is provided, the fees for domain name purchase and renewal include the management of the DNS records for such domains, to point the domains at the the Company web servers and to the Customer's preferred email servers.

20.7. The Customer retains ownership of the domain names. The Company shall not withhold from assisting the customer in transferring their domain name providing that any fees due to the Company for any services provided by the Company to the Customer have been paid in full.

20.8. The Company does not in themselves charge fees related to the transfer of the Customer's domain names to or from a third party, unless the time taken to deal with such matters exceeds half an hour in one calendar month. In such cases The Company shall agree any charges with the client in advance of any further work being carried out.

20.9. Fees charged by third parties such as Nominet (for domain name registration details updates) or other domain management companies (for domain name transfers) are the responsibility of the Customer. Such fees will be passed on to the Customer for payment if they are incurred by the Company.

21. Domain Name Management

21.1. The Customer accepts that the Company may need to move the Web Hosting for a website to a different IP Address at short notice and at any time.

21.2. Where the Customer manages their own domain name, the Company may, at their own discretion, make Name Servers available to the Customer to allow the Company to manage the DNS records on behalf of the Customer. In such circumstances:

21.2.1. The Customer accepts the responsibility to point the domain names to the specified Name Servers.

21.2.2. The Customer agrees to provide contact details for an authorised representative for Name Server updates and to keep the Company updated with any changes to these details.

21.2.3. The Customer agrees that the authorised representative shall, on request by the Company, update Name Server records within 3 Business Days at all times.

21.2.4. The Customer agrees that failure to update Name Server records will result in their website being unavailable and that even in such cases the Customer is still responsible for Web Hosting fees.

21.2.5. The Customer is responsible for all costs incurred to update Name Server records.

21.3. Where the Customer manages their own domain name and the Company does not provide Name Servers for the domain:

21.3.1. The Customer accepts the responsibility to update the DNS records used to map the domain name to the IP Address of the Web Hosting service.

21.3.2. The Customer agrees to provide contact details for an authorised representative for DNS updates and to keep the Company updated with any changes to these details.

21.3.3. The Customer agrees that the authorised representative shall, on request by the Company, update DNS records within 3 Business Days at all times.

21.3.4. The Customer agrees that failure to update DNS records will result in their website being unavailable and that even in such cases the Customer is still responsible for Web Hosting fees.

21.3.5. The Customer is responsible for all costs incurred to update DNS records.

22. Ownership of Content

22.1. The Customer is legally responsible for the content of their website(s).

22.2. The Company does not infer ownership of the design or content of the Customer's website(s).

22.3. The data that a Customer is entitled to take from its website(s) upon termination of its contract with the Company includes the following:

22.3.1. The graphical design of the website(s) and the entitlement to reproduce this design within other websites.

22.3.2. All text and imagery incorporated as part of the website(s).

23. Third Party Software/Services

23.1. Where the Proposal includes any third-party software and/or services as part of the Proposal, the Company will provide First Line Support only. Where the fault is caused by the third-party software and the Company is unable to correct the fault the Company will use its reasonable endeavours to ensure that the problem is reported to the relevant third party for resolution.

SECTION C – NEW WORDPRESS WEBSITE PROJECTS

Where the Proposal includes the use of the WordPress CMS the clauses in Section C apply to such websites.

24. Payment Terms and Pricing

24.1. Where the Company builds a new WordPress website for the Customer, unless otherwise stated in the Proposal, the Purchase Price shall be payable to the Company by the Customer as follows:

24.1.1. 25% non-refundable deposit payable on receipt of the order acknowledgement; and

24.1.2. 50% payment upon customer approval of the final site layout, functions specification document, final homepage wireframe plan, and final homepage graphic design – before development work on the project commences; and

24.1.3. 25% upon approval from an authorised Customer representative(s) that the website is ready to “go live”

24.2. The Company may offer the Customer a Web Hosting service for the Customer’s website. The Proposal shall give details of the monthly fees payable for Web Hosting.

24.3. The monthly fees for the Web Hosting service are chargeable from the point at which the service is made available to host the website. This could be the time at which a website project moves to the ‘build’ stage or when the Customer requests a transfer from another Web Hosting provider.

24.4. Web hosting fees are payable monthly in advance. The first month’s payment will run from the “go live” date of the website to the end of that month, plus the following full calendar month in advance.

24.5. The Customer may terminate the Web Hosting service by giving three months’ written notice from the next due payment, subject to the minimum contract period. The minimum contract period is:

24.5.1. Three months, in the case of a standard Web Hosting agreement not exceeding reasonable usage, as defined in clause 14.2.

24.5.2. Twelve months from the time at which the solution is implemented, unless otherwise agreed in writing, in the case of a higher capacity Web Hosting agreement as defined in clause 14.5.3.

24.6. Once notice of Termination of Service has been received, an invoice will be raised for the remaining contract period. This invoice is subject to our standard Payment Terms and we draw particular attention to clause 13.9.

24.7. The Web Hosting service is effective until terminated. The Company may terminate the service immediately and without notice if the Customer fails to comply with these Terms & Conditions including the Acceptable Usage Policy.

25. Termination

25.1. Upon termination the Customer must return or destroy any documentation associated with the usage of the Service.

26. Software

26.1. The Company shall install and/or configure the Software only as specified in the Proposal. Further to project sign-off the Company does not provide any warranty whatsoever. This includes the Web Hosting, server network, connectivity or any software.

26.2. Project sign off is signified by the Customer's final payment in relation to the initial website build.

27. Web Hosting

27.1. The Customer agrees that it is its responsibility to source a Web Hosting service required to run their WordPress website, be it with the Company, or with the customer's own nominated hosting provider. The Company recommends Customers use its own super-fast hosting service.

27.2. The Company's Web Hosting service includes backups of the client's SQL database and data files under the public HTML web space. Such backups are made daily. The backups shall be copied to a location separate from the data centre. The Company will accept no responsibility whatsoever for loss of data or information resulting from the use of this service.

27.3. The Web Hosting service does not include WordPress application and plug-in support.

27.4. The Company shall only allow the use of WordPress plug-ins that it, at its sole discretion, deems safe to be used in its hosting environment. The Company reserves the right to charge the Customer for time taken to investigate the suitability of "plug-ins" that have not been previously deemed safe.

27.5. The support is strictly related to keeping the server environment running and restoring a previous backup as an occasional disaster recovery measure.

27.6. The Customer is responsible for the maintenance of their WordPress application software and plug-ins and to apply security patches regularly.

27.7. Where a Customer has not applied security patches so that, in the opinion of the Company, their website may be insecure, the Company reserves the right to disable the website until the Customer has agreed to rectify such issues.

28. Support Policy

28.1. Where the Company builds a new website for the Customer:

28.1.1. The Company will provide up to 2.5 hours' training in the use of the Software to be held at the Company's premises in Poole, or via Zoom video conference if face-to-face meetings are not possible.

28.1.2. The Company will provide 1 hour's Support Time as part of the cost of the project. This Support Time expires one month after the project sign-off.

28.2. Support Time is not included related to on-going installation and configuration of updates to the website Software or any related services.

28.3. Additional Support Time may be purchased in advance as required. Support Time is chargeable at the Company's standard hourly rate.

28.4. Support Time is provided via telephone or email. In the case of telephone support, call costs are to be paid by the Customer.

28.5. As part of the project sign-off, the Company will provide assistance in setting up the DNS records to point one domain to the web server, providing that the appropriate authentication details are provided by the customer. Additional hosting-related support is treated as Support Time.