

# STANDARD TERMS AND CONDITIONS BETWEEN ILKESTON WEB DESIGN AND [YOUR BUSINESS]

## 1. DEFINITION OF TERMS

**ILKESTON WEB DESIGN** – Office 897, 109 Vernon House, Friar Lane, Nottingham, NG1 6DQ trading as **DM DESIGN**

**The Client** - the company or person entering into a contract with **ILKESTON WEB DESIGN**

**Domain Name** - the URL or root address of a website, e.g. www.webaddress.com. All such names must be registered with the appropriate naming authority/registrar, which will charge a fee.

**Website** - a collection of web pages and associated code which forms an integrated presence.

**Host** - the remote server provided by a company on whose system the Website physically resides.

**Downtime** - time when the website is not publicly accessible via the Internet. This may be because of a technical failure of the Host or because work is being carried out on the site.

**Link, Hyperlink** - a 'clickable' link embedded on a web page which may take the form of a graphic or text.

**Search Engine** - a website which contains a directory of websites on the Internet enabling users to find websites by subject matter classification.

**The Work** - the subject matter of the contract between the Client and **ILKESTON WEB DESIGN**.

## 2. FEES

### 2.1

#### **Fee Payable**

A non-refundable deposit of 50% of the total fee payable under the contract is due immediately upon the signing of the contract. The remaining 50% is due when the Work is completed to the reasonable satisfaction of the Client but subject to the terms of Clause 4.3 Approval of Work and Clause 4.4 Rejected Work. **ILKESTON WEB DESIGN** reserves the right not to begin the Work until the said deposit has been paid in full. The fee quoted in the contract does not include the cost of domain registration, hosting set up fee or hosting.

### 2.2

#### **Maintenance Fees**

Maintenance, if included in the contract, shall be on an hourly basis, with a minimum of £45 payable in any session where updating, or fixing is necessary. Fees are charged at £45 per hour.

## 3. DISCLAIMERS

### 3.1

#### **Third Parties**

**ILKESTON WEB DESIGN** can take no responsibility for services provided by third parties, including the Domain, Email and Hosting of the Client's Website, although **ILKESTON WEB DESIGN** will endeavour to ensure that Website downtime is kept to a minimum. Any issues or problems with third parties can be addressed by **ILKESTON WEB DESIGN** on an hourly basis.

### 3.2

#### **Maintenance and Correction of Errors**

**ILKESTON WEB DESIGN** takes no responsibility for the functionality or maintenance (unless a maintenance contract is in place) of the Website after the Work has been completed. Errors (both technical and typographical) attributable to **ILKESTON WEB DESIGN** will be corrected free of charge, but **ILKESTON WEB DESIGN** reserves the right to charge a reasonable fee for correction of errors for which **ILKESTON WEB DESIGN** is not responsible, including, but not limited to malicious modification of the Website by a third party and typographical errors contained in materials provided to **ILKESTON WEB DESIGN** by the Client. Failure to maintain Website software and plugins, Domain Name registration and/or Host fees by the Client is not the responsibility of **ILKESTON WEB DESIGN** and any subsequent errors resulting in Downtime are not associated with the Work.

### 3.3

#### **Extent of Work**

## ILKESTON WEB DESIGN AGREEMENT

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Installation on the Internet is limited to the uploading of all necessary files to the Host, and testing of functionality. No registration of the Website with Search Engines will be undertaken unless otherwise agreed with the Client.

### 3.4

#### **Consequential Loss**

Under no circumstances will ILKESTON WEB DESIGN be responsible or liable for financial or other loss or damage caused by the failure or use or misuse of its software. The Client should ensure that data on their site is regularly backed up and that a contingency plan is in place to minimise possible losses as a result of software failure.

### 3.5

#### **Status and Duration of Offers**

Proposals and offers are valid for a period of one month from the date issued. ILKESTON WEB DESIGN is not bound to honour offers that have expired. Offers are not legally binding until an acceptable timetable for the work has been agreed by both parties. This timetable must be agreed within the month that the offer is valid. If an acceptable timetable has not been approved by both parties within one month of the offer being made, the offer is deemed to have expired.

### 3.6

#### **Search Engine Listings**

ILKESTON WEB DESIGN does not guarantee listings on Search Engines and the Client accepts that it is Search Engines and not ILKESTON WEB DESIGN who determine whom they list and whom they will not. The Client further understands there is no guaranteed placement, position, preference or rank on the Search Engines and that a new website may never even appear on Search Engines at all. ILKESTON WEB DESIGN does not control Search Engines' algorithms and huge shifts can appear daily, weekly and even hourly.

## 4. COMPLETION OF WORK AND PAYMENT

### 4.1

#### **Completion of Work**

ILKESTON WEB DESIGN warrants completing the Work in accordance with its Standard Terms and Conditions to the specifications previously agreed with the Client. ILKESTON WEB DESIGN will not charge more than the amount previously agreed unless the Client has varied the specifications of the Work since the agreement. ILKESTON WEB DESIGN will not undertake changes to the specifications of the Work which would increase the cost, without prior written authorisation from the Client including but not limited to email correspondence.

### 4.2

#### **Supply of Materials**

The Client is to supply all materials and information required for ILKESTON WEB DESIGN to complete the Work in accordance with the agreed specification within the specified timeframe. Such materials may include, but are not limited to, photographs, written-copy, logos and other printed materials. Where the Client's failure to supply such materials leads to a delay in completion of the work, ILKESTON WEB DESIGN has the right to extend previously agreed deadlines for the completion of the Work by a reasonable amount. Where the Client's failure to supply materials prevents progress on the Work for more than 21 days, ILKESTON WEB DESIGN has the right to invoice the Client for any part or parts of the Work already completed.

### 4.3

#### **Approval of Work**

On completion of the Work, the Client will be notified and have the opportunity to review it. The Client should notify ILKESTON WEB DESIGN, in writing, of any unsatisfactory points within 7 days of receipt of such notification. Any of the Work which has not been reported in writing to ILKESTON WEB DESIGN as unsatisfactory within the 7 day review period will be deemed to have been approved. Once approved, or deemed approved, work cannot subsequently be rejected, and the contract will be deemed to have been completed and the 70% balancing payment under Clause 2.1 Fee Payable will become due. The Contract will remain in effect until all obligations have been completed

in terms of this Clause.

#### 4.4

##### **Rejected Work**

If the Client rejects the Work within the 7 day review period, or will not approve subsequent Work performed by ILKESTON WEB DESIGN to remedy any points reported by the Client as unsatisfactory, and ILKESTON WEB DESIGN considers that the Client is unreasonable in his repeated rejection of the Work, the contract will be deemed to have expired and ILKESTON WEB DESIGN can take any legal measures to recover both payment for the completed Work and reasonable expenses incurred in recovering payment.

#### 4.5

##### **Payment**

Upon completion of 7 day review period, ILKESTON WEB DESIGN will invoice the Client for the 60% balancing payment in accordance with Clause 2.1 Fee Payable hereof, which, in the absence of agreement to the contrary, is to be paid by the Client within 14 days of the date that the invoice was issued.

#### 4.6

##### **Remedies for Overdue Payment**

If payment has not been received by the due date, ILKESTON WEB DESIGN has the right to suspend ongoing work for Client, until such time that full payment of the outstanding balance has been received. If full payment has still not been received 21 days after the due date, ILKESTON WEB DESIGN has the right to replace, modify or remove the Website and revoke the Client's licence of the Work until full payment has been received. By revoking the Client's licence of the Work or removing the web site from the Internet, ILKESTON WEB DESIGN does not remove the Client's obligation to pay any outstanding monies owing.

### 5. INTELLECTUAL PROPERTY

#### 5.1

##### **Offers and Proposals**

Offers and proposals made by ILKESTON WEB DESIGN to potential clients should be treated as trade secrets and remain the property of ILKESTON WEB DESIGN. Such offers and proposals or the information contained within them must not be passed to third parties or publicly disseminated without prior written authorization from ILKESTON WEB DESIGN. This includes, but is not limited to, technical features, functionality, aspects of the design and pricing information.

#### 5.2

##### **Warranty by Client as to Ownership of Intellectual Property Rights**

The Client will obtain all the necessary permissions and authorities in respect of the use of all copy, graphic images, registered company logos, names and trademarks or any other material it supplies to ILKESTON WEB DESIGN for inclusion on the Website. The conclusion of a contract between ILKESTON WEB DESIGN and the Client shall be regarded as a guarantee by the Client to ILKESTON WEB DESIGN that all such permissions and authorities have been obtained and that the inclusion of such material on the Website would not constitute a criminal offence. By agreeing to these terms and conditions, the Client removes the legal responsibility of ILKESTON WEB DESIGN and protects the ILKESTON WEB DESIGN from any claims or legal actions however related to the content of the Client's site.

#### 5.3

##### **Domain Name**

Any Domain Name obtained will belong to and be purchased by the Client unless purchased by ILKESTON WEB DESIGN on behalf of the Client. The Client agrees not to hold ILKESTON WEB DESIGN responsible for any incidental costs, any claims that a Domain Name applied for, or obtained, violates the intellectual property rights of a third party. The Client warrants that the domain name sought is not a trademark of a third party.

#### 5.4

##### **Licensing**

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Once ILKESTON WEB DESIGN has received full payment of all outstanding invoices and the Work has been approved by the Client in accordance with Clause 4.3 hereof, the Client will be granted a licence to use the Website and its contents.

### 5.5

#### **Trade Secrets**

Any code that is not freely accessible to third parties and not in the public domain, and to which ILKESTON WEB DESIGN or their suppliers owns the copyright, may not be copied, published, distributed or passed to any third parties in any form without prior written consent from ILKESTON WEB DESIGN. ILKESTON WEB DESIGN acknowledges the intellectual property rights of the Client. Information passed in written form to ILKESTON WEB DESIGN, and that the Client has indicated is confidential or a trade secret, will not be published or made available in any other way to third parties without the prior written consent of the Client.

## 6. RIGHTS AND RESPONSIBILITIES

### 6.1

#### **Right to Terminate**

ILKESTON WEB DESIGN reserves the right to refuse or break a contract without prior notice, if it is believed that the Client, their Website, or any material is illegal, immoral or otherwise unacceptable.

### 6.2

#### **Events Beyond the Control of ILKESTON WEB DESIGN**

ILKESTON WEB DESIGN will not be liable for breach of contract where that breach was due to software, hardware or electrical failure, natural events such as fire or other events beyond the control of ILKESTON WEB DESIGN.

### 6.3

#### **Supply and Pricing of Services**

ILKESTON WEB DESIGN reserves the right to use whoever it feels appropriate at the time for third party software and services, and to alter its prices as necessary without prior notice and without affecting existing contractual pricing agreements.

## 7. INTERPRETATION

### 7.1

#### **Jurisdiction**

This Agreement shall be governed by the laws of **United Kingdom and European Union** which shall claim venue and jurisdiction for any legal action or claim arising from the contract between ILKESTON WEB DESIGN and the Client. The said contract is void where prohibited by law.

### 7.2

#### **Survival of Contract**

Where one or more terms of the said contract are held to be void or unenforceable for whatever reason, any other terms of the contract not so held will remain valid and enforceable by UK and EU law.

### 7.3

#### **Change of Terms and Conditions**

These terms & conditions may change from time to time. The Client will be informed of revisions as and when they are issued.

*Standard Terms and Conditions 9<sup>th</sup> February 2024*

Signed on behalf of ILKESTON WEB DESIGN

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**THESE ARE THE WORKS BETWEEN ILKESTON WEB DESIGN AND YOUR BUSINESS**

THE WORK INCLUDES:

- Quote Submission
- Preparation
- Planning
- Layout
- Content Preparation
- Content Integration
- Design
- Technical & Usability
- Functionalities

Timeframe: Starting on [DD/MM/YY] and completing on [DD/MM/YY]

**Total cost £....**

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**Full Name:** Darren Mudd

Representing **ILKESTON WEB DESIGN**

**Address:**

Signature.....

Date.....

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**Full Name:** [Your Name]

Representing **YOUR BUSINESS**

**Address:**

Signature.....

Date.....