

Website Design Terms & Conditions

Pauline Wiles



By working with me you agree to the following terms & conditions. Please let me know if you have any questions.

1. **The work I'll do for you**

I will design and build a website for you according to the package you purchase.

The work that's included, and number of revisions to the design, are listed here:

<https://www.paulinewiles.com/web-design/package-details/>

If you require more revisions than are included in your package, I will invoice for these at the rate of \$60 per hour.

My fee does not including purchasing a domain name for your website, or any hosting services. You will pay these directly to the providers you choose.

When you approve your website, I will hand it over to you to maintain and update. If you want me to make edits and updates to your site, my fees are listed here:

<https://www.paulinewiles.com/client-extras>

2. **Payment schedule**

You will pay a deposit before I start work. An interim payment may apply to the package you choose. You will pay the remaining amount when you approve your website and before I hand your website over to you.

If you don't pay the final installment within two weeks of approving your website, I will remove your website from the internet. To reinstate your website and complete the work, there will be a 15% surcharge on your final payment.

3. **Cancellation**

You may cancel your website project during our first project meeting call (or sooner) and receive a full refund of your deposit, minus a \$10 processing fee.

If you cancel your project *after* our first project meeting call, your deposit is non-refundable.

4. **Duration of project**

A website project is a collaborative effort and I rely on you to provide the information I need in a timely manner.

If you provide information and revisions promptly, I will usually complete your website less than two months after our first project meeting call. At busy times, I may need to extend this, and I will tell you as soon as I know.

If, due to delays caused by you, more than three months pass after your deposit payment, I will ask for further payment in order to keep working on your website. I won't ask for further payment because of a delay caused by me.

5. **Rights**

Once you have paid in full, the intellectual property rights to the work I create for you pass over to you. Please note that I cannot, however, transfer the copyright to images I don't own, or material we use from the public domain.

You agree not to provide any material for inclusion on your website that infringes someone else's copyright. Example: images not in the public domain. You also agree to indemnify me against a lawsuit from a third party, if you do not have the rights over intellectual property which you provide.

6. **Carrd**

I am not affiliated with Carrd.co, which is an independent company based in Tennessee, USA. I have no control over their business decisions or future pricing. Please know that if Carrd stops providing website services, your website will likely disappear. In the event of this happening, I will aim to recommend alternatives, but I will charge you for my time in moving your website to a new provider.

I may also recommend other providers, such as Google Domains, Mailchimp or MailerLite. Again, I have no control over the pricing or policies of these independent companies.

7. **My liability**

I am not liable for any additional expenses you incur in anticipation of a new website. Example: if you plan a timed promotional campaign and we experience delays having your site ready, I am not liable for those expenses.

In the unlikely event I am unable to complete your website, my liability is limited to refunding the amount(s) you have already paid. I am not liable for your time, effort and other expenditure relating to the project.

8. **Site credit & portfolio**

I may place a small link to my own website on yours, to promote my business. I will remove this link at your request, or you may remove it yourself.

If your website evolves such that it does not fairly represent my work, you agree to remove this link at my request.

I may also use parts of your website, or screenshots of it, in my portfolio.

9. **Working together**

Our communication will typically be by email, or scheduled video conference calls.

I typically work business hours in the Pacific time zone. Outside these hours, I take longer to respond.