

Definitions

The following Terms and Conditions is an agreement between Arpegmedia, hereafter “the Company”, and “the Client” for the purposes of website design, hosting, domain names and payment.

Website Design

Before any work is carried out for the Client, a non-refundable deposit of 50% is required with projects, unless agreed otherwise by the Company.

The Company will endeavour to ensure that the website and any scripts or programs used are free of errors. However the Company cannot accept responsibility for any losses incurred due to any malfunction to the website or any part of it.

The Client agrees to make available as soon as is reasonably possible all materials required. This includes photos, videos and text for the website.

Once the website has been designed and completed the final balance of payment is then due.

Once full payment is received for the website, it is assumed that the project has been completed to the Clients satisfaction and no refunds can be offered.

If the client decides they no longer want the site and have paid a deposit they are still obliged to pay for the work that has been carried out.

Domains

All domain registrations and renewals are to be paid in advance.

The Company uses a third party for domain names and therefore cannot give access to its domain control panel.

If the Client wishes to cancel or transfer a domain the Client must give the Company a 30 day notice period.

Company will cancel or transfer a domain on behalf of the Client for an administration charge of £40.

The Company will not be responsible if a domain expires due to non-payment or late payment by the Client.

All invoices must be paid in full before the Company will release a requested domain name for transfer.

If the Client wishes to cancel a domain or have a domain transferred, the domain will be the responsibility of the Client as soon as the transfer has been initiated by the Company.

The Company will not be liable for any costs incurred, compensation or loss of earnings during a domain transfer.

Emails:

All emails are to be downloaded on the client's computer periodically. Email boxes on the server must be kept within their quota limits.

All emails and email addresses will be deleted off the server when the corresponding domain name is cancelled or transferred.

The Client must not use the email accounts for inappropriate content such as spamming or infecting the server.

The Company uses a third party for email hosting so therefore cannot be held liable for any disruption to email services.

Payments:

The Company reserves the right to decline further work on a project if there are invoices outstanding.

The Company reserves the right to remove its work for the Client from the Internet if payments are not received.

If an invoice is thirty days overdue and the Client wishes to cancel or transfer a domain, the Client must settle any outstanding invoices before cancelation or transfer will begin.

Other

The Company will not be liable for any costs incurred, compensation or loss of earnings due to the work carried out on behalf of the Client.

The Company will not be liable for any costs incurred, compensation or loss of earnings due to the unavailability of the site, its servers or any third party servers.

Changes to these Terms and Conditions:

The Company has the right to add, delete, or modify any provision of these Terms and Conditions at any time without notice. Failure to receive notification of a change does not make those changes invalid. These Terms and Conditions will always be available on request.