

## Terms & Conditions 2018

- Essential Websites is not a VAT registered company.
- The website provided must always display the link to Essential Websites.
- Please note that a 50% initial payment is required before work is started on the website, with the balance payable when the site goes online.
- Payments may be paid by bank transfer or cheque.
- Annual prices for domain name registration and web hosting may be subject to change.
- If any stock images are purchased on behalf of the Client they will be charged at 20% over actual cost (inc. VAT) of price on the site, and will be added to the final invoice on completion.
- Should there be any additional work requested that exceeds the work quoted for, then Essential Websites reserves the right to request the balance in full at the stage where the work carried out represents that expected at completion, with all further work logged and invoiced at the current hourly rate from that point on. Additional work can be agreed at any stage of the project where necessary.
- As soon as the website is paid for in full, it becomes the property of the Client and no other changes will be made unless requested by the Client or notified beforehand by Essential Websites.
- Essential Websites will retain full access to the control panel of the website unless transfer of access has been requested by email.
- The Client will be notified of any annual renewal charges a month before the due date.
- WordPress websites require regular maintenance in the form of updating via the Dashboard. WordPress updates are sometimes automatic, but theme and plugin updates need to be done manually. This is important to ensure that the website and all of its component parts function together and for security patches to be applied.
- Essential Websites requests that all Clients take necessary precautions to use strong passwords and use a captcha for the login screen. Essential Websites will not be held responsible for any security breaches of any kind post-handover.
- Any Service Contract entered into will be based on a 'best estimate' of time

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required – mutually agreed by Essential Websites and the Client. Should this prove to need revision, the Client will be notified of the situation before any further costs become due. A revised quote and mutually agreed invoice will be provided if necessary.

- Should the site go offline for any reason, Essential Websites will endeavour to find the cause and rectify the situation as soon as possible.
- The upstream hosting is provided by Ecowebhosting.
- In the unlikely event that no new business is generated from the site, Essential Websites will not be held responsible.
- Essential Websites will not be held responsible for any problems arising from security issues related to any of its websites, whether due to hacking, malicious code or any other infection after handover.
- Please ensure your website is GDPR compliant - Essential Websites will not be held responsible for GDPR compliance of its Clients.