

Genero Web design Terms and Conditions

All services provided by Genero Web design to the Client are subject to the following terms and conditions.

Acceptance

A copy of these terms and conditions must be signed by all new Clients at the time of submission of work to Genero web design, indicating agreement to and acceptance of these Terms and Conditions. Alternatively, payment of an advance fee is an acceptance of our terms and conditions.

Quotations

Unless otherwise agreed any quotation provided will be valid for 21 days from the date of receipt. Genero Web design reserves the right to alter a quotation after expiry of the 21 days.

Should the client decide that changes are required after work on the website, including initial design work, has commenced, an additional fee may be payable.

Advanced payments

Unless otherwise agreed, all website services require an advance payment of 50% before work will commence. The remaining 50% of the project quotation will be due upon completion of the work.

Refunds

Should the client wish to cancel at any point during the project any advance payments are not refundable. If, at the point of cancellation the advanced payment does not cover the work already undertaken by Genero web design, the client will be invoiced accordingly.

Payment

Once the work has been completed to the client's satisfaction, Genero web design will send an invoice via email. If clients wish to receive a hard copy of their invoice then it their responsibility to ensure Genero web design is aware of this. Payment is due within 21 days upon receipt of the invoice.

Payments can either be made by cheque or bank transfer. Cheques should be made payable to Genero web design. Bank details will be made available on invoices.

Late Payments

Accounts that are outstanding after 21 days will result in a reminder being sent. Accounts that have not been settled within 7 days of our reminder will incur a late payment charge of 10% of the amount outstanding.

If after this 7 day period the account has still not been paid, Genero web design reserve the right to remove the client's website from the internet. Once the invoice has been paid in full the client's website will be restored but an additional fee of £50 is payable.

Copyright

In situations where the client provides text, images, animations, layouts or any other content for their website they are legally responsible for ensuring that this material does not infringe any copyright. Genero web design will not be held responsible for any breach of copyright for any materials provided by the client.

On occasion Genero web design may have to purchase images under license from stock image suppliers for use on a client's website. This license only usually allows the purchased images to be used on a website and may not permit them to be used in any publicity material. The client is legally responsible for ensuring that this does not happen. If you wish to use any images from the site for other purposes please contact us for clarification.

Intellectual copyright

The copyright for all material provided by Genero web design, such as source code, graphics, photographs and text, will remain the property of Genero web design until such time as payment has been made in full whereupon they will become the property of the client.

The copyright of any initial designs that are not used in the final website design still lies with Genero web design, even once payment has been made in full.

Genero web design reserve the right to display a link to the client's website in our portfolio page. We also reserve the right to display 'Designed' and/or 'Powered by Genero web design' on the client's website. This statement will form part of a link back to Genero web designs own website.

Timescales

Genero web design will aim to complete the client's website by the date agreed between both parties but cannot be held responsible for delays in content delivery by the client.

Web browsers

Genero web design will make every effort to design the client's website so it displays consistently in the most popular current browsers. We cannot accept responsibility for the display of a client's website in new versions of browsers released after the client's website has been launched.

Search engines

Genero web design will submit a client's website to several of the major search engines as part of the design quotation. We cannot guarantee a high placing in any search engine results. After submission to either a search engine, online directory or any such site, Genero web design can accept no responsibility or liability if these sites choose not to list the client's website.

Future support and content updates

Your website will be handed over as a fully functioning, completed work. Unless it has been agreed beforehand Genero web design is not responsible for future support, but this can be provided upon request for an agreed fee. Updates to the websites content (new pages, text, images) can be provided for a fee of £35/hour.

Future site issues

Genero web design can not be held responsible for issues caused by malicious software, spy ware, viruses, website hacking or any illegal actions by either the client or by others once the website has been launched.

Note

Should Genero web design waive any of these terms on an individual basis, this shall not affect the validity of remaining clauses or commit Genero web design to waive the same clause on any other occasion.

By agreeing to these terms and conditions your statutory rights are not affected.

Genero web design reserves the right to change or modify any of these terms or conditions at any time.

Should clarification of any of the above be required please contact Genero web design.