# Terms & Conditions – Customer Agreement

Date: 31 August 2025

## Company Information

**Opace Ltd (trading as Web-Site.Design)**

Izabella House, Regent Place, Birmingham, West Midlands, B1 3NJ

Company No. 7314908 • VAT No. GB105838711

Email: hello@web-site.design

## 1. Service Scope

Delivery of one professional website, including: domain (first year if required), SSL certificate, hosting, mobile-responsive design, basic on-page SEO, contact forms, and up to 20 pages. Delivery within 7 days with minimal human oversight.

**Ongoing Services**

Hosting and SSL included. Standard email support within 48 working hours during UK business hours (9:00–17:00, Mon–Fri).

**Limitations**

Feedback and changes are limited to the post-launch feedback form and approval process. Excludes e-commerce, complex integrations, or advanced interactivity. Base subscription capped at 20 pages.

## 2. Revisions

Maximum of 2 rounds of revisions, limited in scope, submitted via the post-launch feedback form. Major changes or additional requests are chargeable at £60/hour + VAT.

## 3. Payment & Contract

Subscription model: £50/month, billed via Stripe. Minimum contract: 12 months. Non-payment beyond 30 days of invoice date may result in suspension or termination of service. After 12 completed payments, ownership of the website design and content transfers to CLIENT. Until ownership transfers, DESIGNER retains all rights.

## 4. Ownership

During the 12-month subscription, DESIGNER retains all intellectual property rights. After 12 full payments, CLIENT owns the website design and content in full.

## 5. Cancellations & Refunds

No upfront fee during the design stage. 30-day money-back guarantee after project sign-off. After the initial 12-month term, CLIENT may either continue subscription with DESIGNER or transfer the site to an alternative hosting provider.

## 6. Technical Constraints

Hosting is provided via third-party partners; uptime and service levels are subject to their terms. SSL is included. DESIGNER is not liable for vendor failure, hosting downtime, or third-party service disruption.

## 7. Promotional Activity

DESIGNER reserves the right to showcase, photograph, or publish CLIENT work for promotional use (portfolio, case studies, newsletters, brochures, social media). Include attribution hyperlinks such as "designed by Web-Site.Design" on CLIENT websites. These must remain in place and must not be removed.

## 8. Errors, Omissions & Liability

CLIENT is responsible for verifying the accuracy of content and information they provide. DESIGNER is not liable for indirect or consequential losses, including loss of business, profits, or data. Liability for direct damages is limited to the amount paid under this Agreement.

## 9. Confidentiality

Both parties agree to maintain confidentiality of proprietary or sensitive information, except where disclosure is required by law, regulation, or court order.

## 10. Termination

DESIGNER may suspend or terminate the agreement if CLIENT breaches these terms, including non-payment. Either party may terminate for cause if the other materially breaches the Agreement and fails to remedy within 30 days of notice.

## 11. Force Majeure

DESIGNER shall not be liable for delays or failure to perform caused by circumstances beyond reasonable control (e.g., natural disasters, strikes, cyber attacks, third-party outages).

## 12. Governing Law

This Agreement is governed by the laws of England and Wales. DESIGNER may update these terms with 30 days' written notice.