

Placing an order:

- I. **EMAIL REQUEST** - send an email to sales@rbwd.co.uk with details of the work you would like undertaken.

- II. **AGREE PRICE FOR WORK** - once we have agreed what your website will look like a price for the work will be agreed. A deposit (50% of the cost) is paid in advance and the remaining 50% is paid on completion of your website (when you are happy everything has been completed to your satisfaction). A refund of the deposit will only be offered if **no** work has been carried out on your behalf. Direct costs incurred for domain registration or hosting would not be refunded.

- III. **SEND MATERIAL FOR YOUR WEBSITE TO RBWD (UK)** - either post or email the relevant material for your website (images, logos, wording, contact details, etc.). A temporary website will be created so you can provide feedback and make any necessary changes before your site 'goes live'. An estimated time for completion will be provided so you know when to expect your website to 'go live'. If you need an email address to go with your domain (e.g. ask@YourDomain.co.uk) - either forwarding to your current email mailbox or to a new, separate mailbox, please ask.

- IV. **WEBSITE MAINTENANCE** - if you need any changes made to your website, email details to support@rbwd.co.uk and these will be incorporated (at an agreed hourly rate). Allow up to 5 working days for changes to appear on your site.

Terms and Conditions:

1. You agree to pay the annual renewal costs until terminating your website (if you decide you no longer wish to keep your website or domain, you must give at least 10 weeks written (or email) notice to prevent automatic renewal).

RBWD (UK) Website Design

2. Design - RBWD (UK) is not responsible for copyright infringement relating to images you have submitted. You may need to provide proof of ownership or license details for photographs you want adding to your website.
3. Hosting - RBWD (UK) can not guarantee your website will be live 100% of the time as occasionally there will be server interruptions or upgrades to the system. Every effort to keep interruptions to a minimum will be made.
4. Compatibility - RBWD (UK) will ensure that any developed website works as intended on Safari, Chrome and (Mozilla) Firefox browser software. Any issues that occur with other browser software will be addressed but full functionality may not be achievable.
5. Liabilities - you will not hold RBWD (UK) accountable for any losses incurred in the event that your website is not completed on time, or hosting or an email mailbox or email forwarder becomes unavailable for any period of time.
6. Ownership - you will be granted usage rights to any original source code included on your website (which has not been derived from other authors) and may at any time request access to all source files via FTP, as part of terminating your contract with RBWD (UK). Access to database content will be granted where possible. Use of 3rd party source code may be subject to restrictions.
7. Search Engine Optimisation - RBWD (UK) will submit your website to the most popular UK search engine (Google.co.uk on 09/May/19) but you remain responsible for your search engine ranking (as it relies on your website content). Optimising your website to rank highly in search engine results will be performed, but RBWD (UK) offers no guarantee of placement/position of your website in any such results.
8. Termination - if you wish to cancel your order before completion you may forfeit any deposit paid in advance. Cancellation of services will incur no further renewal charges providing you give at least 10 weeks notice before the renewal is due.

RBWD (UK) Website Design

9. Late payment - if you fail to pay any amounts owing to RBWD (UK) within 56 days of an invoice, your website service(s) will be terminated. A reinstatement fee of £100 would apply should you wish to restart using the service(s).

Contact details:

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