



Webstar – The Website Design Company Terms and Conditions

Clients must agree to the following terms and conditions before Webstar can commence work on a project.

Meetings and consultations:

Webstar reserve the right to charge, with notice to the client, for travel expenses, meeting and consultation time on projects, at a rate of £30 per hour. Travel expenses will be invoiced at the current government guidelines.

Deadlines:

Deadlines will be agreed by both parties before commencement of the project(s). Webstar reserve the right to alter the deadline if there are any changes to the brief and in the event that the client fails to meet agreed deadlines in the course of the project. For example if artwork is waiting for client approval more than 4 working days, this could delay the project completion date or if Webstar is awaiting images or any content, this could also delay the project completion date. Typically, concepts and proofs should be proof read by client and input and/or amendments returned to Webstar within 4 working days. Once those changes have been made – any project changes or delays will incur further costs. These will be invoiced separately and will require payment in full before the next agreed project stage can be completed.

Cost:

Any subsequent changes to the agreed brief and deadlines, once the project has started, could incur additional fees. Costs agreed at the start of a project are not negotiable at a later stage: the client has no right to reduce or refuse agreed payment based on Webstar's style of work or interpretation of the brief. Should the client decide to terminate the project before completion, Webstar will invoice the full project fee subject to the usual payment terms. Should you, the client, cancel or terminate a project, half of the agreed fee will be charged.

Invoicing:

Project fees are payable half upfront as security and the remainder will be payable within 7 days of the client receiving the edited file unless otherwise agreed prior to project commencement (other payment terms should be stated on this contract). Hosting packages and domain fees are payable by the client prior to purchase.

Payment:

Invoices are payable within 7 days by cheque or direct bank transfer. Should an invoice remain outstanding after 7 days, Webstar reserve the right to refuse to undertake any further work, including work in progress, until all outstanding invoices are paid. Webstar take non-payment of invoices very seriously and will instigate legal proceedings and instruct debt recovery agents where necessary. Webstar reserve the right to charge interest on any outstanding payments at the rate of 3% above Bank of England Base Rate.

Additional notes regarding payment terms:

Webstar reserve the right to amend these terms and conditions, with notice to the client.