

UK Website Workshop Terms And Conditions of Sale

By placing an order with UK Website Workshop Limited, you confirm that you are in agreement with and bound by the terms and conditions below.

Definitions:

The Client: The company or individual requesting the services of UK Website Workshop Limited.

UK Website Workshop Limited: Primary website and print designer, content writers, website optimisers, site owner and employees or affiliates.

General

UK Website Workshop Limited will carry out work only where an agreement is provided either by email, telephone, mail or fax, or at the company's discretion an verbal instruction. UK Website Workshop Limited will not work for clients who are under eighteen years of age. An 'order' is deemed to be a written or verbal contract between UK Website Workshop Limited and the client, this includes telephone and email agreements.

Website Design, Electronic and Print Media

UK Website Workshop Limited cannot accept responsibility for any losses incurred due to malfunction of the website or any part of it or associated email links. UK Website Workshop Limited cannot accept responsibility for any losses incurred due to the content of electronic or printed media created for Clients. In particular proofreading is the Clients responsibility, printed matter must be paid for in full in the event of an error or omission is only identified after the printing process.

The website, graphics and any programming code remain the property of UK Website Workshop Limited until all outstanding accounts are paid in full.

Pay per Click campaigns must be paid in advance unless. All apps, scripts, forms and code written by UK Website Workshop Limited remain the copyright of UK Website Workshop Limited.

UK Website Workshop Limited cannot take responsibility for any copyright infringements caused by materials submitted by the Client or used by the Client in the future on their website or any other electronic or printed media. We may require specific proof of the Client's right to use copyright type material.

Any coding additions to website briefs provided will be carried out at the discretion of UK Website Workshop Limited and may carry an additional cost. Where no charge is made by UK Website Workshop Limited for such additions, UK Website Workshop Limited accept no responsibility to ensure such additions are error free and reserve the right to charge an according amount for any correction to these or further additions. The client agrees to make available as soon as is reasonably possible to UK Website Workshop Limited all materials required to complete the site to the agreed standard and within the stated deadline.

UK Website Workshop Limited will not be liable for costs incurred, compensation or loss of earnings due to the failure to meet agreed deadlines.

UK Website Workshop Limited will not be liable or become involved in any disputes between the site owner and their customers, suppliers or business associates and cannot be held responsible for any wrongdoing on the part of a site owner. This includes the use of images and content provided to us for inclusion on a website.

UK Website Workshop Limited will not be liable for any costs incurred, compensation or loss of earnings due to the work carried out on behalf of the client or any of the clients appointed agents.

Any scripts, applications or software (unless specifically agreed) written by UK Website Workshop Limited remain the copyright of UK Website Workshop Limited and may only be commercially reproduced or resold with the permission of UK Website Workshop Limited. Where domains, applications, email or sites are developed on servers not operated directly by UK Website Workshop Limited, the client responsible for providing technical support and co-operation required to ensure the satisfactory performance of the website or other electronic media. Periodic testing of such functionality is the responsibility of the Client. In the event of a performance issue, at the discretion of UK Website Workshop Limited we will assist in co-ordinating remedial work on behalf of our Clients in cases where a technical understanding of issues is required.

The client is expected to test fully any application or programming relating to a site developed by UK Website Workshop Limited before being made generally available for use. Where errors or other functional issues are found after the site is live, UK Website Workshop Limited will endeavour to correct these issues to meet the standards of function outlined in the brief.

Renting a Website from UK-WW

1. UK Website Workshop Limited rent websites to customers. The domain name the website is hosted on and the website design and content (excluding images provided by the client) remain the property of UK Website Workshop before, during and after the period of the rental. The monthly rental includes hosting, repair of any hacking attacks, server management and maintenance costs and regular search engine optimisation reviews.

2. A non-returnable set up payment may be required before we start work on designing and building the website. Once the website is launched the agreed monthly rental plus VAT is to be paid monthly by the Client by standing order.

3. There is no minimum rental period. If a Client decides they do not want to continue with the rental, or if monthly payments are not received. There is no maximum rental period but UK Website Workshop will continue to review and update the website search optimisation. Clearly it is in the interest of UK-WW to ensure that the website performs well and that the rental continues.

4. If a client wishes to purchase a rented website outright at any point we will offer to sell the website at a price reflecting the current performance and the value of the work we have put into it.

5. When a website rental is terminated by either the Client or due to non-payment UKWW reserve the right to re-use the domain to rent a website to another Client.

6. The monthly rental of a website will normally be fixed regardless of the rental period unless a Client wishes to significantly expand the size or scope of the website in which case we will agree the new rental charge in advance of implementing the agreed changes.

7. Unless specifically agreed the monthly rental excludes monthly server reports and analytic reports but these can be provided for an additional monthly fee.

8. We can provide Pay Per Click advertising for Clients. All PPC costs are in addition to the monthly rental and need to be paid in advance in line with industry practice.

9. UK Website Workshop Limited is VAT registered in the UK and all monthly rental charges will have VAT added at the current VAT percentage.

Compatibility

UK Website Workshop Limited will take all reasonable steps to ensure that any developed/designed site or application will function correctly on the server it is initially installed in and that it will function correctly when viewed with current versions of Internet Explorer and Firefox. UK Website Workshop Limited can offer no guarantees of correct function with all browser software as they constantly change.

Website Hosting

Whilst UK Website Workshop Limited use highly resilient servers for website hosting and we monitor server performance, however no guarantees can be made as to the availability or interruption of this service by UK Website Workshop Limited cannot accept liability for losses caused by the unavailability, malfunction or interruption of this service, or for loss of turnover, sales, revenue, profits or indirect, consequential or special loss.

UK Website Workshop Limited reserve the right to remove without notice or refuse to handle in any way material which may be deemed offensive, illegal or controversial, and also to terminate any web hosting service we provide for clients should the necessity arise. We do not host design or update "adult only" websites.

Website Optimisation

We cannot offer any guarantees regarding the search engine optimisation or ranking of websites except where we have a specific agreement linking payment to the ranking of specified key word phrases. We cannot accept liability for any change in search engine rankings, or drop off in the position of your website due to changes in the algorithms of the search engines or the factors used by Search Engines to rank websites.

Payment of Accounts

A deposit is required from any new client before any work is carried out. It is the UK Website Workshop Limited policy that any outstanding accounts for work carried out by UK Website Workshop Limited are required to be paid in full, no later than 30 days from the date of the invoice unless by prior arrangement with UK Website Workshop Limited. Once a deposit is paid and work completed you are obliged to pay the balance of payment in full.

If accounts are not settled or UK Website Workshop Limited have not been contacted regarding the delay, access to the related website may be denied and web pages removed. We reserve the right to take legal action to pursue payment

Registration of Data

In consideration of use of the Service, the Client agrees to provide current and accurate information required for Nominet registration. Clients agree by ordering a domain name that UK Website Workshop Limited can share the data required to complete registration process with Nominet. Information normally appears on the Nominet WHOIS records and will be available on the Internet. If you do not wish your details to be made public, please contact us. Clients are responsible for updating UK Website Workshop regards changes of name or address. By registering a domain name you accept our terms and conditions as well as the registries terms and conditions found here: <http://www.nominet.org.uk/uk-domain-names/registering-uk-domain/legal-details/terms-and-conditions-domain-name-registration>

Domain Name Customer Service Level Agreement

Please contact UK Website Workshop Limited using one of the contact methods below, outside of office hours please email us at info@uk-ww.com. We will to respond to all points of contact within 1 business day, and aim to resolve any issues you may have within 5 business days.

Telephone: 0161 933 7210
Mobile: 07531 564 737
Address: UK Website Workshop Ltd
Old Lloyds Chambers
141 Manchester Road
Broadheath
Altrincham
Cheshire
WA14 5HY.

Domain Name Renewal & Expiry Policy

All domains are renewed on an annual basis, we will send out reminder emails 30 days, 14 days, 7 days and 1 day before expiry. We will send the emails to the email address on the account, it is the registrants responsibility to make sure their contact details are up to date. UK Website Workshop Limited take no responsibility if your domain renewal fails due to your contact details being incorrect. If you do not wish to renew a domain please make sure you contact us a minimum of 14 days before your domain expires by emailing us at info@uk-ww.com. Alternatively you can set your domain to auto renew, this can be managed through the client portal area. All domains will be auto renewed 14 days in advance of the domain name expiring and will be billed 30 days in advance.

If you do not renew your domain before its expiry date it will have all services we provide suspended and you will have up to 30 days (protected period) after to renew the domain name at the original renewal fee. Please log into the client portal area to view renewal fees. After 30 days your domain will be suspended and will go into a 60 day grace period which you can still renew your domain name but with an additional redemption fee of £50 + VAT. This must be requested by email before the 80th day after your domain has expired, after 90 days your domain will be cancelled and deleted from the register and made available for resale through a third party registrar. UK Website Workshop Limited will not guarantee the renewal of a domain name.

Domain Name Contract Termination

If you no longer wish to carry on with your contract with UK Website Workshop Limited, please email us no less than 30 days before your services are due to be renewed. Your account will only be deemed as terminated once all outstanding balances have been paid in full. Domains will only be considered for transfer once all balances have been settled, UK Website Workshop Limited will not charge you for transferring a domain(s) away to another registrar's tag. The customer acknowledges that, termination of the agreement for any reason will result in UK Website Workshop Limited ceasing to provide the applicable services, with the consequences that flow from such cessation, including (but not limited to), deletion of data .e.g. hosting account(s) and mail boxes.

Domain Name Escalation Process

If you're not happy with the initial outcome of your complaint, than please feel free to escalate your issue to Nominet (the .uk registry) here:
<http://www.nominet.org.uk/disputes/complaining-about-registrar/complaints-procedure>

Complaints and Customer Enquiries: Our standards of customer service

Please contact UK Website Workshop Limited by email, telephone (landline or mobile) regarding any problem with our service provision. We give priority to resolving service issues as quickly as possible. In the event that you wish to make a formal complaint, a letter containing details of your complaint should be sent to our office at:

UK Website Workshop Ltd
Old Lloyds Chambers
141 Manchester Road
Broadheath
Altrincham
Cheshire
WA14 5HY.

We will make an initial investigation and confirm receipt of your letter within 3 working days. Should we be unable to resolve the issues within 5 working days we will send a substantial, signed off by a Director of UK Website Workshop Limited reply within 21 days.