

## Hot Pink Website Design Terms of business

1. We will only commence work after receipt of a non-refundable deposit. This is 50% of website cost plus hosting. Full payment is due on the completion of the website. Your website will not go live until full payment has been received.
2. The deposit paid covers the initial design work carried out as well as any other work and communication with Hotpink Website Design.
- 2a. Any work carried out on completed websites is payable at point of order
3. Credit and debit cards are taken (there is a 2.75% admin fee for this). Failed card payments will incur an admin fee of £10 per failed transaction.
4. If you wish to cancel any of our services we need this to be emailed to [info@hotpinkwebsite design.co.uk](mailto:info@hotpinkwebsite design.co.uk) 30 days prior to renewal date. If you do not give 30 days' notice a years hosting fee will be payable. Non .co.uk domain names are subject to a £25 transfer out fee
5. Access to your website will be sent to the client once full payment has been received
6. If you have full administrator access to your website, should any artwork or pages get disturbed we can take no responsibility for this. If we have to rectify errors or re-build the site then we will have to charge you for this.
7. All images displayed on the client's website will only be used after authorisation by the client,  
and are the sole responsibility of the client regarding usage and copyright. Should any legal  
issues or claims arise from the content or copyright of any images supplied by the client.  
Then Hotpink are not liable
8. Domain name renewals are only renewed once payment has been received. If you do not pay this will result in your website and email accounts going down
10. Hotpink does not guarantee the position of your website on any search engines.
11. Website security is the responsibility of the website owner. Heart Internet and Hotpink Website Design cannot be held responsible should your site be hacked. Please ensure your anti-virus software is kept up to date at all times.