

NORTHERN WEB DESIGN

SOFTWARE & SYSTEM SERVICES

Terms & Conditions

Please be aware that we reserve the right to change our terms and conditions at any time.

These are the terms and conditions for customer payments to JPT Graphic Design / Northern Web Design and website general Ts & Cs.

1. Customer Account 15 days.

Invoices issued to customers on a 15 day account must pay their accounts / invoices so that payment reaches us and is cleared 15 days from the date of the invoice and no later. Any delays in payments will result in a late payment charge of £25.00 being made to the account which will also be due on the same day as the invoiced payment.

2. Customer Accounts 30 days

Invoices issued to customers on a 30 day account must pay their accounts / invoices so that payment reaches us and is cleared 30 days from the date of the invoice and no later. Any delays in payments will result in a late payment charge of £25.00 being made to the account which will also be due on the same day as the invoiced payment.

3. Quoted Payments, no account

All invoices sent out for none account customers will be due for payment by return or as per quotation.

4. None Quoted Payments, all.

If we do any work for any of our account customers we will charge the verbally or quoted price, if no quote has been given to a customer then we will charge a minimum of £25.00 per hour per product or item worked on.

All accounts must be paid on time by all customers unless other arrangements have been made.

We can be paid by bank transfer or by cheque, both methods will be on the quotation or estimate with the relevant details.

If we have made any errors on your invoice or you have been over charged for an item or product, please contact us immediately to discuss the problem, mistakes can be made and we are always glad to here from you to sort things out properly for you.

If for some reason you can not pay your invoice, please contact us to let us know so that we can try to help in any way we can.

None payment of invoices will result in court action so if there is a problem with your invoice, please contact us first so that we can discuss the problem and try to help you in any way we can.

Customer Hosting Accounts.

Go Daddy and some other suppliers are used for hosting bespoke websites and supplying WYSIWYG type websites, we only charge what they charge for hosting, templates, plug-ins, URLs and so on and the account is in the customers name. All plug-ins, URLs, templates and any other item purchased for any website is the responsibility of

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the customer to keep up to date and invoices paid when due to the appropriate supplier. If purchasing a years hosting contract with any one of the suppliers used by JPT Graphic Design / Northern Web Design, you will need to ensure that at, or preferably before the end of that yearly contract you renew the contract or you could loose your URLs and website.

Monthly Payment Plans.

The monthly payment plans we supply for our websites are as follows. When agreeing to having a website built and going on a monthly payment plan with us, we build the site that you want, we divide the over-all cost, (build and hosting), over one year + 20% you pay 2 months in advance and that's it, you then start paying monthly payments. When you want to stop the website just give us 60 days notice then the website will close with no further payments. Your payment plan is also calculated on the time of payment by the hosting provider so your termination date must coincide with these. If any payments for any monthly plan is not received by us in time for the monthly payment to the supplier then the website will be closed and the account closed without notification.

Instalments.

We also offer an instalment plan for a shorter period over 3 - 4 months, 5% - 12% is added to each instalment to cover admin costs depending on website size and cost. This is a popular plan with those having very large websites built. The first payment is due on first show of the draft and all website hosting is for a minimum of one year.

Go Daddy Hosting and Web Builder systems.

JPT Graphic Design / Northern Web Design will build a website and host the website with the above systems and hosting and train the customer if required to update and maintain the website. JPT Graphic Design / Northern Web Design take no responsibility for the hosting system or web builder system supplied by Go Daddy nor any of the add-ons or email systems applied to that website or account. If any backup or fault occurs with any of these systems then Go Daddy should be contacted through their help systems as it will be chargeable if we deal with them.

Wordpress Systems.

JPT Graphic Design / Northern Web Design will build a website using any Wordpress or third party theme chosen by the customer, we will build the website as per your specifications using widgets and plug-ins supplied by Wordpress and third party developers. We do not take responsibility for the working or operation of any plug-ins, widgets or themes used on any Wordpress website nor do we accept any responsibility for the working, reliability or any other part of the WordPress System, the systems, plug-ins, widgets, themes and so on are the responsibility of the developer and the hosting supplier who supplied the system or hosting for use with Wordpress. It is the customers, (website owners) responsibility to contact any developer concerned with any widget, plug-in or theme in case of any problems, help or malfunction, JPT Graphic Design / Northern Web Design will charge for the work if this is done by us. Changing any theme, widget or plug-in after the website is built will be charged for at the rate applied by us.

JPT Graphic Design / Northern Web Design will set up the site, basic SEO and theme using plug-ins or widgets and arrange the site content and colours to suit the customer, (*if the theme allows*), any other work will be charged for. The basic SEO will not guarantee a good placement on any search engine, advanced SEO may be required for some websites. See SEO Work Below. Wordpress SEO is set up using various types of plug-ins or widgets, these are not always reliable and will not guarantee any place on search engines. Please talk to us about the SEO required for your website.

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BC Systems. (No longer available via us).

Please contact us and ask for a copy of the terms and conditions applied to BC websites. (No longer available via us).

Dreamweaver Websites / Hosted/ not hosted.

Our Adobe Dreamweaver bespoke built websites are built using the Bootstrap method so that the website is responsive and mobile ready from the start. Dreamweaver sites can be built in a way that the interactivity within the site is just as you require it.

Building websites from two page starter sites to as many pages as you require you can have the site according to your budget.

All bespoke Dreamweaver websites are built within customer specifications, (pages) and basic SEO information is added to the website, page description, meta keywords, site-map prepared and uploaded, site submitted to search engines, not all. We track your website using Google analytics for two months after the website goes live to check that the website page / pages have been indexed. If any further SEO is required, we do suggest professional SEO companies for the advanced SEO.

If we see any changes that are required within the first two months of checking your website, we will contact you and talk this through and any changes we suggest will be free of charge.

We can not guarantee that all websites will look the same on all search engines as different search engines run differently so some features that work on, say Google may not work in Safari.

Any third party add-ons to the website is the responsibility of the customer and we can not be responsible for the way these add-ons work with the website or hosting platform being used.

Having a Dreamweaver website within a hosting account in your name will allow you access to all parts of the website and hosting platform, this includes access to the website code through any system used to access it. If this code is changed in any way without proper knowledge it could affect the site pages in the way they look or act on the internet, we recommend that you do not access any page code unless you are qualified to do so. We will not take responsibility for any site that has had any code tampered with in any way.

We keep a backup of your website for three months including all relevant images and documents included in the website. Unless we continue to maintain the website after the three month period we will delete all the files and remove the website from our FTP listing. You will be informed of this and if you require the files copied to you this will be at your expense and a fee will be given at the time.

Any images supplied by us for the website pages will be charged for if not quoted for with the initial website quotation. All of our images are copy right and as such they are not transferable to any other person, product, website or printed matter.

Each website page will be validated with the W3C Service which will check the page for errors where any errors that require fixing will be put right before uploading to the host server.

There are available advanced systems to use within the Dreamweaver system and these will be discussed with you before quotation and deciding on the website type you require. These add-ons are chargeable and all are different pricing depending on supplier.

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On quotation and completion of the Dreamweaver website we will advise you on any future SEO work that may be required to help your site. This will include page content and how it is set out, social networking, advertising the new site, use of links to other sites and email system use of website links.

Other Hosting.

If any website hosting company is to be used that is not used by us, we will set it up for you if required but will only add it to our FTP list if secure and accessible.

We can build the website and hand over the files for upload to your own server if that is what is required. No responsibility for the files can be taken by us after upload to a transferable drive so that you can host your website.

Website Page Information.

All website page information given to us for the website pages will be checked with Copyscape to ensure that no infringement of copy right is being made, if we find this is so you will be asked to re-submit the information and will be charged for the re-insertion of the information into the pages where it will be re-checked.

SEO Work.

All SEO work by JPT Graphic Design / Northern Web Design is only done on a basic level, this will not guarantee you a top place in search engines. Where we will do our best to try to get you good placement through basic SEO work, it is also up to the customer to take the advice of advertising their site through other media, linking the site through other good related websites and social media. If none of the above works we recommend you take advice from a reputable professional SEO company. If your website is a common type of business and unless you have a specific marketing strategy then we suggest advanced SEO companies to help you as some common businesses can be very difficult to get placed highly without advanced SEO.

JPT Graphic Design / Northern Web Design, is not in any way responsible for the placement of your website on any search engine, we can only advise you what to do to help that placement.

All new website owners are advised to have body, (text) content on the home page along with a good heading and tag line, if these are not done, there is a chance search engines will not rank your website.

Any SEO in our quotations are basic and free unless otherwise stated and can not be seen as a way to get any pages high on search engine lists, advanced SEO and networking advice is always advised for those requiring high website visit numbers

We reserve the right to change our terms and conditions at any time according to system changes.