

# Terms and conditions

## SUPPORT & MAINTENANCE:

Hela Tech Ltd undertakes full liability to maintain/develop/update a client's website/mobile app as part of the design & development commission. In Hela Tech LTD. will provide the overall development of the project from scratch to completion.

## CONTENT:

Hela Tech Ltd cannot be held liable for any information contained within The Client's web site. The content of such remains the copyright and intellectual property of The Client. Examples of work: Hela Tech LTD retains the right to display graphics and other web design elements as examples of their work in their respective portfolios.

## TRAVEL TIME AND EXPENSES:

Traveling time to and from customer premises is not generally included in our estimate. If a visit/travel is required for meeting, The Client will bear all the expenses or as agreed by both the parties.

## QUOTATIONS:

The price quoted to the client is for the work agreed on the quotation only. Should the client decide that changes are required, as the site is developed, then we will provide a separate quote for the additional work and may need to review the timescale for completing the project.

## UPFRONT PAYMENT:

An advance of 50% of the total cost of the project is required before work can commence. After work commences this is non-refundable unless if the query follows our Refund Policy.

## PAYMENT TERMS:

Payment is currently accepted by cash or Revolut Bussiness bank unless otherwise is agreed.

## **PAYMENT:**

Payment will be due within 14 days of invoice. Full publication/launch of the Website/Mobile App may take place only after full payment has been received unless otherwise agreed. Any material previously published/launched may be removed if payment is not received. When this occurs a minimum charge of US\$ 50 will be required to get the project restored. Accounts that have not been settled within 14 days of the date shown on the invoice will incur a late payment charge of 15% of the amount outstanding.

## **CONTRACT:**

The client's approval for work to commence shall be deemed a contractual agreement between the client and Hela Tech LTD. The approval for the work can be either an email confirming back the quote (with the quote document attached) or the quote document signed by the client. Important: Approval for the work to commence and payment of the advance fee indicates that the client accepts these terms and conditions.

## **MATERIAL:**

All material supplied by the client shall remain the client's property. It will be assumed that this material belongs to the client and that it does not breach any copyright laws.

## **DOMAIN NAMES:**

Hela Tech LTD provides domain name services if required. Domain names registered by Hela Tech LTD on the Customer's behalf are property of Hela Tech until the client has paid for the domain booked and professional fees involved and previously agreed upon.

## **REGISTRATION CHARGES:**

All third-party costs arising from the registration of a domain name/purchase of third-party utilities/services shall be met by the Client and are payable to Hela Tech Ltd. before a formal application for registration is made. This is included in the standard invoice issued after approval for work to commence.

## **COPYRIGHT:**

Hela Tech LTD will retain the copyright of any material, including design, artwork and the source code, created for the client by Hela Tech Ltd. Once final payment has been received by Hela Tech Ltd. copyright may be transferred to the client if previously agreed. Hela Tech Ltd. reserves the right to retain the copyright on all material created by Hela Tech Ltd. unless otherwise agreed between the two parties in writing.

**PHOTOGRAPHY AND GRAPHICS:**

Hela Tech Ltd. may use stock photographs and images in the design and build of the website/app. Images and graphics purchased from stock libraries are not generally included in the quote and will only be included once the client has approved the additional cost.

**INTERNET SERVICE PROVIDER:**

The customer understands that any Internet Service Provider (ASP) services or Website storage services will require a separate contract with the Hela Tech Ltd will agree to set up a domain name with host if required, but will not be held responsible for any changes made by the server supplied.

**From 1 MONTH to 1 Year FREE TECHNICAL SUPPORT:**

Hela Tech is a company with best web and mobile App development skills in UK - we not only provide the most agile IT solutions; we also provide free technical support from 1 month to 1 year from the date of delivery of the project or project files are moved to your hosting account; whichever happens earlier. we take this responsibility of free support at no extra cost to you until and unless some other designer/developer modifies the project files we have delivered.