



Think Digital Web Design - Business Policy & Terms

1. General Terms

Think Digital Web Design provides professional web design services tailored to client needs. By engaging our services, clients agree to adhere to the terms outlined in this policy.

All communication should be conducted in a timely manner to ensure efficient project completion.

2. Payment Terms

- All invoices must be paid in full before any work commences.
- Payments are non-refundable once work has begun.
- Payment can be made via bank transfer or other agreed-upon methods.
- Late payments may result in project delays or cancellation.

3. Client Responsibilities

To initiate work, the client must provide the following:

- A registered domain name (or confirmation that we will purchase one on their behalf).
- Website content, including all text, descriptions, and essential details.
- Images and media assets (or confirmation that we will source stock images).

- Branding elements such as logos, brand guidelines, and color schemes (unless requested).
- Access credentials for hosting and/or domain registrar if applicable.
- Any additional specific requirements agreed upon during consultation.

4. Content & Copyright Responsibility

- The client is solely responsible for ensuring that all content provided to Think Digital Web Design (including but not limited to text, images, videos, logos, and branding assets) is original, accurate, and free from copyright or trademark infringement.
- By supplying content, the client warrants that they either own the rights to use the material or have obtained appropriate permissions or licenses.
- Think Digital Web Design will not be held liable for any copyright, trademark, or intellectual property disputes arising from content provided by the client.
- If requested, Think Digital Web Design can assist in sourcing licensed stock images, fonts, or other media; in such cases, we are responsible for ensuring the correct usage rights for those assets.
- The client agrees to indemnify and hold harmless Think Digital Web Design against any claims, damages, or legal costs resulting from the use of client-provided content.

5. Maintenance & Security Coverage

- Websites under an active maintenance contract are covered for eventualities such as hacking, security breaches, and software updates.
- Think Digital Web Design will take reasonable measures to protect and restore websites in such cases.
- Clients without a maintenance contract are responsible for handling security issues independently.

6. Website Maintenance Contract Policy

This section outlines the terms and conditions for clients subscribing to Think Digital Web Design's maintenance plans. By subscribing to a maintenance package, the client agrees to these terms.

6.1 Maintenance Plans

- **Starter – £29/month**

- Monthly website backup
- Basic security monitoring
- Plugin and theme updates
- Email support (response within 72 hours)

- **Pro – £49/month**

- Weekly website backups
- Advanced security monitoring and malware scans
- Plugin, theme, and core updates
- Priority email support (response within 48 hours)
- Minor content updates (up to 30 minutes per month)

- **Growth – £100/month**

- Daily website backups
- Comprehensive security monitoring, malware removal, and firewall protection
- Plugin, theme, and core updates
- Priority email support (response within 24 hours)

- Monthly performance optimization
- Minor content updates (up to 1 hour per month)

6.2 Terms & Conditions of Maintenance

- The maintenance contract is billed on a monthly basis and is non-refundable.
- Clients may upgrade or downgrade their plan at any time with prior notice.
- Payment must be made in advance to ensure continuous coverage.
- Maintenance covers only the services outlined in the selected plan; additional work may incur extra charges.
- Think Digital Web Design is not responsible for issues caused by third-party software, client modifications, or hosting failures.
- Clients must provide Think Digital Web Design with necessary access credentials for updates and monitoring.
- If a client fails to make payment, services will be paused until payment is received.
- Think Digital Web Design reserves the right to update these terms and notify clients of any changes.

6.3 Cancellation Policy

- Clients may cancel their maintenance plan with 30 days' notice.
- Upon cancellation, the client assumes full responsibility for website maintenance and security.

7. Project Timelines

- Project timelines will be discussed and agreed upon before work begins.

- Delays in receiving necessary materials from the client may result in timeline extensions.

8. Revisions & Amendments

- Clients are entitled to unlimited revisions as agreed upon in the project scope.
- Additional revisions beyond the agreed finish may incur extra charges.

9. Non-Responsiveness & Cancellation

- If a client is unresponsive for a period of 7 days or more without prior notice, Think Digital Web Design reserves the right to cancel the project.
- No refunds will be issued for projects canceled due to client non-responsiveness.
- Clients may request a project hold, subject to approval, with revised timelines.

10. Ownership & Intellectual Property

- Upon full payment, the client receives ownership of the completed website and associated materials.
- Think Digital Web Design reserves the right to showcase completed work in our portfolio unless agreed otherwise.

11. Liability & Disclaimer

- While we strive to provide high-quality work, we are not responsible for any loss of business, profits, or damages resulting from website functionality, downtime, or external factors.
- Clients are responsible for maintaining and updating their website post-launch unless a maintenance agreement is in place.

12. Agreement to Terms

By making a payment, the client acknowledges they have read, understood, and agreed to these terms.

For any queries regarding these terms, please contact us at <https://thinkdigital.design>