

## Standard Terms & Conditions

We are delighted to have you as a client of NetStripes. One of our core values is “customer success” and we will do all in our capacity to make this project a successful one for you.

As mentioned in achieving our combined goals of high quality, timelines and affordability we need to work as one team.

The following steps will articulate the support we need from you in achieving these goals during this project. The below will also form the terms of engagement for this project in making this process as smooth as possible.

1. **Draft design** will be sent to you for your feedback and approval within a specified period from the receipt of the confirmation payment.
2. **In ensuring the project is kept to timelines**, the client to provide approval or any request for changes within 2 days of draft design. Maximum time for design approval or request for any changes should be not longer than 3 days and any subsequent changes need to be approved within 24 hours of the change being sent to you.

If no feedback is received within the given time, NetStripes will send a reminder on the third day and the project will move into development phase within a week of you receiving the design.

3. Changes in design are generally not recommended once the development begins because it incurs additional effort and cost. Any such changes will be quoted for separately at a nominal rate of \$100 an hour.
4. Features requested once the project has commenced will be quoted separately. All changes should be ideally be made prior to the completion of design in avoiding delays and additional costs
5. **Revisions** – NetStripes will provide at no extra costs up to three revisions to clients. Font changes and text revisions are not considered revisions.
6. **Content:** The client must supply us all content required for your website will be requested by what we call the “Content Calendar”. The content may include, but not limited to, photographs, written copy, logos and other printed material. In achieving timeline and cost related goals of the project, the timing of the content required is agreed with the client upfront. It is important the content is provided within these timeframes to ensure smooth progress. Yes content delays impact project timeline.

Any collective delays of 2-3 days in receiving the content could push the entire project deadline behind significantly. This would be as a consequence of other projects being scheduled to utilise lost time to ensure our services are extremely affordable for small business owners by bringing increased efficiency of process and resource utilisation.

7. **Continued delays in providing content** - Clients are advised that delays in providing content or approval has an impact on project completion costs due to increased cost of resources in co-ordination, design and development. Every week the project is delayed due to delays in approvals, and content delivery will incur a nominal fee of \$150 per week.
8. **Domain** - If you do not already have a domain name registered, you will be required to register a domain name of your choice. If you would like us to do this for you, it can be done at an additional service fee of \$75 – excluding your domain cost.

If you already have a website and wish to host your new website with us, you will be required to have certain domain name records updated to facilitate the transfer of hosting. We will not be liable for any delays or other technical issues related to the transfer of your domain records from your existing provider to us.

9. **Hosting** - Ideally, we recommend you to choose a Hosting provider of your choice that provides you all the services and comfort you require. However, if you wish NetStripes to provide you with hosting, we can do so at an additional cost as specified through a third party provider. Current uptime provided by our hosting provider is 99.9% which is most acceptable for small business websites. NetStripes accepts no liability for any hosting related issues.

Email is not included with our hosting plans. If you need to host your email with us together with your website, please request a custom-quote for this service.

10. **Ownership of Code and Content** - Once all payments are made in full for our work, all ownership of the website which includes design and development of your website will be transferred to you irrevocably.
11. **Ownership of intellectual property rights** - You must obtain all necessary permissions and authorities in respect of the use of all copy, graphic images, registered company logos, names and trade marks, or any other material that you supply to us to include in your website or web applications.  
You must indemnify us and hold us harmless from any claims or legal actions related to the content of your website.
12. **Consequential Loss** - We shall not be liable for any loss or damage, which you may suffer which is in any way attributable to any delay in performance or completion of our contract, however that delay arises.
13. **Backups** - You are responsible for maintaining your own backups with respect to your website and we will not be liable for restoring any client data or client websites except to the extent that such data loss arises out of a negligent act or omission by us.
14. **Disclaimer** - To the full extent permitted by law, all terms, conditions, warranties, undertakings, inducements or representations whether express, implied, statutory or otherwise (other than the express provisions of these terms and conditions) relating in any way to the services we provide to you are excluded. Without limiting the above, to the extent permitted by law, any liability of NetStripes under any term, condition, warranty or representation that by law cannot be excluded is, where permitted by law, limited at our option to the replacement, re-repair or re-supply of the services or the payment of the cost of the services that we were contracted to perform.

If you are in agreement of the above please be good enough to pay the advance of confirmation in order we can proceed with the development of your website.

Thanking you  
Sincerely

Your NetStripes Team