

Terms & Conditions

Consultation

Our first visit is free. Subsequent meetings and expenses are part of the billable assignment. Consultation fees are subject to a different rate, see "Current Design Rates/Fees".

Estimates

When sufficient information is provided a written estimate will be prepared. If the specifications and/or schedules change, the estimate may change and we will inform the client immediately.

Scope Of Estimates

An estimate will normally refer to the creation of a website solution from concept and design to finished product and does not include future updates, additions, maintenance, hosting or naming fees and marketing techniques such as directory or search engine submission unless explicitly stated within the estimate.

Billing

30% of the estimate is required on acceptance of the estimate, a further 30% upon approval of the first creative submission and the remaining 40% upon job completion.

Work on the assignment will not commence until the first payment has been received.

Delays

If any phase of the assignment is delayed longer than 30 days the right is reserved to bill for work completed to date.

Responsibility

Every effort is made to ensure the accuracy of material produced, however, we are not responsible for the correctness of copy supplied by a client nor do we accept responsibility for any trademark or copyright infringement originating from existing artwork or copy.

The assignment if applicable will be made publicly available on the Internet in its intended state as described in the estimate subject to following conditions:

- i. Payment is received in full
- ii. The designated commercial hosting account is active and available to receive http requests and FTP transfers
- iii. Necessary passwords and other details are made available in good time to complete the transfer of website files and other domain or web space technical configuration

- iv. The designated hosting account is fit for the intended purpose. (A hosting accounts suitability must be assessed prior to the completion of the site and clients are urged not to purchase third party hosting without first consulting George Steel on its suitability)
- v. The designated domain name is purchased, active and correctly configured where a third party manages the domain name/s.

Acceptance

Work carried out will be deemed accepted 7 days after the invoice date of the completed phase. Any changes required after this period will constitute a billable addition to the assignment.

Confidentiality

All material provided by the clients will be treated confidentially. Client information will not be shared with third parties or made publicly available without client consent unless this information forms a natural part of material published on the Internet.

Conflict of interest

As George Steel is involved in advertising and marketing we will not have two clients who are directly competitive. Where there might be a conflict of interest we will ask the first clients' permission before accepting the assignment of another.

Ownership

Unless otherwise stated the output from an assignment becomes the property of the client on receipt of the final payment. However, underlying object code remains the property of George Steel. Clients are granted continued and unlimited use of object code for the lifetime of a website but re-distribution, packaging or making object code publicly available is prohibited.

The right is reserved to re-use object code in whole or in part for the purposes of other clients/websites making clear the distinction between the graphical aspects of a website and the generic functionality of underlying code.

Nonuse

The client is financially obliged for all work completed whether they use it or not. In the event of client dissatisfaction George Steel will resign from that assignment and make the utmost effort to find an alternative solution, whether in house or externally. If we have to resign from an assignment we will invoice for the amount of time spent on it.

Cancellation

In the event of assignment cancellation we will invoice for all work completed to date and the work will remain the property of George Steel.

Hosting & Naming

Hosting if purchased from George Steel is subject to a different set of Terms & Conditions. These are available on request in printed form or on the George Steel website.

Current Design Rates/Fees

Consultations or meetings whether technical, graphical or otherwise are charged at a rate of £15 per hour.

Graphic design and programming are charged at a rate of £35 per hour. Time is calculated to the nearest whole minute.