

By paying into a contract service with LGWD you agree to the following terms and conditions.

## 1. QUOTE

- Valid for 14 days from date of issue
  - After which prices are subject to change
- Valid for products quoted or products of equal or better specification
- Valid for the intended recipient only

## 2. DEPOSIT

- Before any work is undertaken after a quotation, a deposit **must be paid**
- Deposit is **non-refundable**
- Deposit amount is £50 unless otherwise agreed in writing
- No work will begin until the deposit is fulfilled
- Deposit must be paid within the 14 day quotation period otherwise prices are subject to change

## 3. INVOICES

- Generated after completion of work
  - For website contracts, standard issue of annual invoices
  - A monthly instalment plan can be discussed upon request
- Must be paid within 14 days of issue
- Late payment will incur penalty fees as described in the fees table (Sec.4)
  - An email reminder will be generated and sent automatically after 7 days
  - A text message (if possible) and email reminder will be generated and sent automatically after 10 days
- Payment methods accepted:
  - Cash, Cheque, PayPal, BACs/FPS Transfer
- Credit/Debit cards are not accepted

## 4. TABLE OF LATE FEES & PENALTIES

# days from issue	Fee per day	Penalty (Web users)
0 - 14	+ 0%	N/A
15 - 20	+ 5%	N/A
21 - 25	+ 10%	Locked domain
26 - 30	+ 15%	Limited site access
> 30	+ 20%	Site taken offline

## 5. PAYMENT METHODS

### Cash

- In person only, please **do not** send cash in the post

### Cheque

- Please make cheques payable to **Mr Luke Gilliver**
- Please write the invoice reference number on the back

### PayPal

- PAYPAL ID: [L\\_GILLIVER@HOTMAIL.CO.UK](mailto:L_GILLIVER@HOTMAIL.CO.UK)
- Please provide your invoice reference number with the transaction

### BACs/FPS Bank Transfer

Bank Name **SANTANDER**  
Account Name **MR L GILLIVER**  
Account # **41476889**  
Sort Code **09-01-33**

- Please provide your invoice reference number with the transaction

## 6. SERVICES

### Website/page Design

- The site and design of pages within remains the property and copyright of LGWD
  - Copyright year is of the year of publish and subsequent years of continuation of an LGWD support package
- Any changes made to the site's layout/design **without written permission** will incur a fee of £11.50 per page modified
  - This does not include content changes (images, text)
- Any changes made to the site's layout/design **with written permission** are free of charge

### Callout

- All callout/site visits are charged at £10 per visit
  - Charged on top of any service support plan
- Outside of support plan service charged at £10 per hour
- Minimum 1 hour, charged to the nearest 30 minutes
- Hourly rate charged throughout duration on site
- Work carried out offsite, then charged by service type and quoted

### Domains

- Registration undertaken by LGWD on your behalf
- Domain remains managed by LGWD
- Domain remains property of LGWD
- Changing of domain details is charged at £0.50 administration fee

### Hosting

- Host of any files relating to the website is covered in the hosting price

- Standard package limit of 1GB
- Extra fee is personal files are to be stored on the server using a *Web User* account
- Any illegal files found on the server will be destroyed and reported to the relevant authorities

### Remote Editing Access

- Connection details provided for FTP access as standard with hosting package
- All computers/devices that wish to make a connection to the server **must** have adequate firewall and anti-virus protection
- Any virus on the server found to have originated from your connection will incur a fine of £50 for administration of removal
- LGWD recommends *Kaspersky Internet Security/Anti Virus* (ask for details)
- Professional editing software, *Adobe Contribute*, licence can be purchased through LGWD
  - No commission is taken, and no profit made on Adobe sales

### Support Plan

- Three tiers, Small, Medium & Large
- Chosen on specification of site design and requirements for updating the site
- Package is for website related queries only
- Items not covered and require standard rate payment:
  - All other computer related queries
  - Virus removal
- A callout fee is always charged if a site visit is required
- New packages are eligible for a discount of **first month free**
- **Response Time**

Small	up to 72 Hours
Medium	up to 48 Hours
Large	up to 24 Hours

- All support requests **MUST** be made through the support site found at [support.lukegilliver.co.uk](http://support.lukegilliver.co.uk)

### Email

- By default, a hosting package comes with unlimited number of email accounts
- Email accounts can be setup at a fee of £1 per address
- Some SPAM protection is provided however it is not 100% successful
- Any incident whereby SPAM emails are being sent from your account will incur a cost of £1 per message to resolve and compensate the server loading

### Backup/Restore

- By default, hosting packages come with backup and restore functionality
- Content backups are made weekly to compensate for site updates
- Configuration backups are made monthly
- Backups are available for restore at any time by request, free of charge

### Service Disruption

- From time to time, service disruption is unavoidable due to scheduled maintenance either by LGWD or the server farm provider or emergency maintenance because of virus or DoS attacks/hacks.
- Where scheduled maintenance is occurring:
  - You will be notified by email (and text message if possible) 24 hours in advance
  - The message will contain information on the services that are going to face disruption
  - You will not be entitled to any type of compensation
- Where emergency maintenance takes place, you may suffer a loss of some services without prior warning
  - LGWD apologises in advance for any inconvenience this may incur
  - For downtime periods of less than 48 hours, no compensation will be given
  - For downtime periods of more than 48 hours, compensation will be given in the form of services
  - E.g. Contract expiring 30<sup>th</sup> August, Loss of service for 1 day = 1 day extension on contract
  - Contract now expires 31<sup>st</sup> August

## 7. ACCOUNT & SERVICES

### Cancellations

- During a contract
  - Cancellations incur a cost of 75% of the remaining term of contract (to the nearest month)
- After a contract has expired
  - See *Renewals* below

### Upgrades

- Anytime upgrade available at a cost of the difference in package

- New package will normally take effect at the start of the next calendar month

### Downgrades

- Anytime downgrade available at a cost of 50% of the remaining term of contract (to the nearest month)
- New lower rate package will then take effect at the start of the next calendar month

- **Exempt from charges if suggested by LGWD**

### Renewals

- Renewal invoice generated 1 month prior to the end of contract
- Along with invoice, a reply slip will be requested
- Return the reply slip **and payment before** the current contract expiry
  - Standard invoice T&Cs **apply** with the exception of **30 days** instead of 14 days

### Labelling

- Return the reply slip and reasoning **before** the current contract expiry
  - Failure to do so will lock the data and email
  - Release fee of data is charged at £1 per MB
  - Release fee of email is charged at £1 per message

- Data is held for 30 days after which it is destroyed

### Credit

- Order of all equipment/services/licences purchased through LGWD requires a 40% deposit on order
- The remaining balance is then subject to standard invoice T&Cs
- Full credit is only given with prior written agreement
- Equipment/services/licences remain property of LGWD until paid in full

## 8. CONTACT DETAILS

Official contact details are below:

Phone: 07717 284 674

Email: [web@lukegilliver.co.uk](mailto:web@lukegilliver.co.uk)

Address: LGWD

15 Carlisle Street  
Kilnhurst  
Rotherham  
South Yorkshire  
S64 5UJ

- Preferred method of contact is E-Mail
- Urgent enquiries, please contact via phone. If unavailable, leave a detailed voicemail of the problem/issues you are facing along with your contact details. In many cases, with enough detail, issues can be resolved remotely
- You will receive contact from LGWD within 24 – 48 hours.
  - LGWD is willing to accept calls outside of typical office hours but within reasonable working hours.

## 9. DATA PROTECTION

- All account information is kept secure and encrypted behind a password protection system.
- LGWD will **not** sell or distribute your information and contact details to any third party company nor will it discuss your details with any other client.
- All contact will be made with the account holder and no one else unless express permission is given in **writing** prior to contact.
- All invoices will be distributed in writing, and where an invoice has been sent electronically, a paper copy will be sent as well.
- The closest LGWD will come to discussing your website with another client is through only the public portal to your website that is accessed globally for inspiration and ideas.
- Part of the LGWD ethos is to provide customers with a unique and tailored website free from templates, and this is maintained. Where possible, modifications are offered as an alternative to design elements requested from other websites.

**For any queries relating to these terms and conditions, please speak to LGWD**