

Paradox Digital

Terms & Conditions

General

Paradox Digital will carry out work only where an agreement is provided either by email, telephone, mail or fax. Paradox Digital will carry out work only for clients who are over the age of 18 years or above. Consent will be required if the client is below this required age.

Website Design

Whilst we endeavour to ensure that the website and any scripts or programs are free of errors, Paradox Digital cannot accept responsibility for any losses incurred due to malfunction, the website or any part of it.

The website, graphics and any programming code remain the property of Paradox Digital until all outstanding accounts are paid in full.

Any scripts, cgi applications, php scripts, or software (unless specifically agreed) written by Paradox Digital remain the copyright of Paradox Digital and may only be commercially reproduced or resold with permission.

Paradox Digital cannot take responsibility for any copyright infringements caused by materials provided by the client. We reserve the right to refuse any material of a copyrighted nature unless adequate proof is given of permission to use such material.

Any additions to briefs provided will be carried out at the discretion of Paradox Digital. Paradox Digital reserves the right to charge additionally according to these further additions.

All developed web sites must have the Paradox Digital link at the bottom of each page.

The link can be removed for £150 to compensate for the loss of advertising exposure.

The client agrees to make available as soon as is reasonably possible to Paradox Digital all materials required to complete the site/project to the agreed standard and within the set deadline.

Paradox Digital will not be liable for costs incurred, compensation or loss of earnings due to the failure to meet agreed deadlines.

Paradox Digital will not be liable or become involved in any disputes between the site owner and their clients and cannot be held responsible for any wrong doing on the part of a site owner. eg. Any disputes re content/images that have been provided to us for inclusion on the site.

Paradox Digital will not be liable for any costs incurred, compensation or loss of earnings due to the unavailability of the site, its servers, software or any material provided by its agents.

Deposits

A deposit of 50% is required with any website project before any design work will be carried out.

Once a website has been designed and completed the final balance of payment is then due in accordance with our payment terms. There are no exceptions to this, i.e. If the client decides they no longer want the site, as they have commissioned the work and paid a deposit they are still obliged to pay for the work that has been done.

Non-payment will result in legal action being taken if necessary. Once full payment is received for a website, it is assumed that the project has been completed to the client's satisfaction and no refunds can be offered.

Compatibility

Paradox Digital will endeavour to ensure that any website or application will function correctly on the server it is initially installed on and that it will function correctly when viewed with the web browsing software Microsoft Internet Explorer Version 8 and to an acceptable level with Mozilla browsers. Paradox Digital can offer no guarantees of correct function with all browser software.

Website Hosting

Whilst Paradox Digital recommends cloudways.com for all website hosting, no guarantees can be made as to the availability or interruption of this service. Paradox Digital cannot accept liability for losses caused by the unavailability, malfunction or interruption of this service, or for loss of turnover, sales, revenue, profits or indirect, consequential or special loss.

Website Search Engine Optimisation

Due to external factors, such as changes to the way search engines rank websites, we cannot offer any guarantees regarding the position we will achieve for websites. The process of optimising websites will bring more traffic and hits and you'll see visits increase to your site naturally. We cannot accept liability for any change in rankings or drop off in the position of your website due to changes in the algorithms of the search engines or the factors that they use to rank websites.

We use 'white hat techniques' when optimising websites and always aim to achieve a top ten ranking for your website within six months of undertaking the optimisation process. Due to the work involved payment is generally required in advance and we are unable to offer a refund in relation to this type of work.

Payment of Accounts

A deposit is required from any new client before any work is carried out. It is the Paradox Digital policy that any outstanding accounts for work carried out by Paradox Digital are required to be paid in full, no later than 14 days from the date of the invoice. Invoices overdue are subject to a 10% additional charge of the full invoice amount.

Once a deposit is paid and work completed you are obliged to pay the balance of payment in full. We will contact clients via email and telephone to remind them of such payments if they are not received when due.

If accounts are not settled or Paradox Digital have not been contacted regarding the delay, access to the related website may be denied and web pages removed. We will then pass such cases to the Small Claims Court to pursue payment, non-payment can result in county court judgements (CCJ's) being added to the client's credit rating.

Your Privacy

We do not share or sell any of your details with third party companies, without your express permission and we will only email you or contact you about work-related matters.

This Policy is correct as of 22nd May 2023. We reserve the right to amend or change this policy at any time