



TERMS & CONDITIONS

HR Website Design

Your Vision, Our Expertise

Business structure	Sole trader
Website	www.hrwebsitedesign.com
Email	hayden.ross@hrwebsitedesign.com
Telephone	07359310255
Last updated	[Insert date]

Review draft - please obtain legal advice before publishing or relying on this document.

Document status

This document is a review draft prepared for HR Website Design. It is intended to give clear commercial terms for website design, development and related support services. It is not legal advice and should be reviewed by a qualified legal professional before being published, issued to clients, or relied upon.

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1. About us

These Terms & Conditions apply to the website www.hrwebsitedesign.com and to services provided by HR Website Design.

HR Website Design is operated as a sole trader business.

HR Website Design provides website design, website development and related support services for businesses. Our services are tailored to each client’s requirements and are intended to help improve online presence, usability, engagement and business growth.

We carry out work remotely and, where agreed, may also work at the client’s location.

Contact method	Details
Email	hayden.ross@hrwebsitedesign.com
Telephone	07359310255
Website	www.hrwebsitedesign.com
Business hours	Monday to Friday, 9:00 am to 6:00 pm. Closed Saturday, Sunday and bank holidays unless otherwise agreed.

2. Acceptance of these terms

By using our website, contacting us, requesting a quote, accepting a proposal, paying an invoice, or instructing us to begin work, you agree to these Terms & Conditions.

If you do not agree with these Terms & Conditions, you should not use our website or services.

3. Our services

HR Website Design may provide services including, but not limited to:

- Website design
- Website development
- Website redesigns
- Mobile-friendly website layouts
- User-friendly interface design
- Website support
- Website updates and maintenance
- Online presence improvement
- Related digital services agreed in writing

The exact services to be provided will be set out in a written quote, proposal, invoice, email confirmation, or other written agreement between HR Website Design and the client.

4. Quotes and proposals

Any quote or proposal provided by HR Website Design is based on the information supplied by the client at the time.

Unless stated otherwise, quotes are valid for 30 days from the date issued.

A quote may be revised if:

- The scope of work changes
- Additional features or pages are requested
- The client's requirements change
- Third-party costs change
- Additional work is required that was not reasonably anticipated

No work will begin until the quote has been accepted and any required deposit has been paid.

5. Client responsibilities

The client agrees to provide all information, content, images, branding materials, login details, approvals and feedback reasonably required for HR Website Design to complete the project.

The client is responsible for ensuring that any content supplied to HR Website Design is accurate, lawful, non-infringing and suitable for use. This includes, but is not limited to:

- Text
- Images
- Logos
- Videos
- Brand assets
- Product or service information
- Legal policies
- Contact details
- Pricing information
- Business descriptions

HR Website Design is not responsible for delays caused by the client failing to provide required information, feedback, access or approvals.

6. Content supplied by the client

The client confirms that they own, or have permission to use, all materials supplied to HR Website Design.

The client agrees to indemnify HR Website Design against any claim, loss, damage, cost or expense arising from the use of materials supplied by the client, including claims relating to copyright, trademarks, privacy, defamation or unlawful content.

7. Project timelines

Any project timescales provided are estimates only unless expressly agreed otherwise in writing.

HR Website Design will use reasonable care and skill to meet agreed timescales, but we are not responsible for delays caused by:

- Late client feedback
- Missing content or information
- Third-party providers
- Hosting or domain issues
- Technical problems outside our control
- Changes to the project scope
- Illness, emergencies, or events beyond our reasonable control

8. Revisions and reviews

At HR Website Design, our slogan is “Your Vision, Our Expertise.” To achieve this, regular communication, feedback and reviews are an important part of the website design process.

Unless otherwise agreed in writing, HR Website Design will provide reasonable revisions during the project to help ensure the final website reflects the client’s vision and agreed requirements.

Revisions must relate to the original agreed project scope. Additional work may be charged separately where the client requests:

- A significant change in direction
- Additional pages
- New features or functionality
- A major redesign after approval
- Work outside the original agreement
- Revisions caused by late or incomplete content

HR Website Design will always aim to work collaboratively with the client, but unlimited revisions do not include work that falls outside the original agreed scope.

9. Approval of work

The client will be asked to review and approve work at relevant stages of the project.

Once the client has approved a design, page, feature, or final website, further changes may be treated as additional work and may incur extra charges.

Final approval may be given by email, message, written confirmation, payment of a final invoice, or other clear instruction to publish or complete the work.

10. Fees and payment

Fees will be agreed in writing before work begins.

HR Website Design may require a deposit before starting work. The remaining balance will be due according to the payment terms stated on the invoice, quote or proposal.

Unless otherwise agreed in writing:

- Deposits are payable before work begins
- Final balances are payable before launch or handover
- Ongoing support or maintenance fees are payable in advance
- Additional work will be quoted and charged separately

Invoice amount	Payment term
Under £1,000	Payment due within 14 days of the invoice date
£1,000 or more	Payment due within 30 days of the invoice date

Final website launch, handover, or delivery of completed work may be withheld until all outstanding fees have been paid.

11. Late payment

If an invoice is not paid by the due date, HR Website Design reserves the right to:

- Pause work
- Withhold delivery of files, access, or launch
- Suspend support or maintenance services
- Charge interest and recovery costs where permitted by law
- Remove unpaid work or services where appropriate
- Take reasonable steps to recover outstanding sums

The client remains responsible for all unpaid fees.

12. Cancellations

The client may cancel a project by giving written notice.

If a project is cancelled after work has started, the client will be responsible for payment for all work completed up to the cancellation date, including any third-party costs already incurred.

Where applicable, deposits are non-refundable once work has started, time has been reserved, or costs have been incurred.

HR Website Design may cancel or suspend a project if:

- The client fails to pay
- The client fails to provide required information
- The client is abusive, unreasonable or unlawful in their conduct
- The requested work would be illegal, unethical or infringing
- Continuing the project is no longer commercially or practically viable

13. Website launch

A website will only be launched once:

- The client has approved the final version
- All required content has been supplied
- Any required balance has been paid
- Hosting, domain and technical requirements are in place

HR Website Design is not responsible for issues caused by third-party hosting, domain providers, plugins, platforms, email systems, payment providers, or other external services.

14. Hosting, domains and third-party services

The client may need third-party services such as domain registration, website hosting, email hosting, analytics tools, plugins, booking systems, payment systems, or other integrations.

Unless expressly agreed otherwise, the client is responsible for paying all third-party fees directly.

HR Website Design is not liable for:

- Price increases by third-party providers
- Downtime or service interruptions
- Changes to third-party platforms
- Loss of access caused by the client or third party
- Plugin, software or integration failures
- Domain expiry caused by non-payment or missed renewal

15. Ongoing support and maintenance

HR Website Design may provide ongoing support to help ensure a website continues to perform effectively.

Support and maintenance services only include the items expressly agreed in writing.

Unless specifically included, support does not cover:

- Major redesigns
- New pages
- New functionality
- Copywriting
- SEO campaigns
- Marketing services
- Emergency support
- Fixing issues caused by client changes
- Fixing issues caused by third-party updates or services

Support packages may be amended, suspended or cancelled in accordance with the agreed terms.

16. Search engines and performance

HR Website Design aims to create high-quality, user-friendly and high-performing websites. However, we do not guarantee:

- Specific search engine rankings
- Increased traffic
- Increased sales
- Increased enquiries
- Specific conversion rates
- Continuous website uptime
- Compatibility with every device, browser or platform

Website performance may be affected by content, hosting, third-party tools, user behaviour, search engine changes and other factors outside our control.

17. Intellectual property

Unless otherwise agreed in writing, HR Website Design retains ownership of any preliminary concepts, unused designs, working files, source files, processes, know-how, methods, templates and materials created by us.

Once the client has paid all fees due, the client will receive the agreed rights to use the final approved website for their business.

The client must not resell, copy, reproduce, modify or distribute HR Website Design's work beyond the agreed use without written permission.

18. Portfolio use

Unless the client requests otherwise in writing, HR Website Design may display completed work in its portfolio, on its website, in marketing materials, and on social media.

This may include the client's business name, logo, screenshots of the website, and a short description of the project.

19. Legal compliance

The client is responsible for ensuring that their website and business comply with all applicable laws and regulations.

This may include, where relevant:

- Privacy policies
- Cookie notices
- Terms and conditions
- Accessibility requirements
- Consumer protection rules
- E-commerce regulations
- Industry-specific rules

- GDPR and data protection obligations

HR Website Design may assist with adding legal pages or notices to a website, but we do not provide legal advice.

20. Website content and accuracy

The client is responsible for checking the accuracy of all website content before approval and launch.

HR Website Design is not liable for errors, omissions, misleading content, outdated information or legal issues arising from content approved or supplied by the client.

21. Contact forms and data

Where a website includes contact forms, enquiry forms or similar features, the client is responsible for how they collect, use, store and process personal data.

HR Website Design may help set up forms and website functionality, but the client remains responsible for ensuring their data protection practices comply with applicable law.

22. Limitation of liability

To the fullest extent permitted by law, HR Website Design will not be liable for any indirect, consequential or special loss, including but not limited to:

- Loss of profit
- Loss of revenue
- Loss of business
- Loss of opportunity
- Loss of data
- Loss of goodwill
- Website downtime
- Search engine ranking changes
- Third-party service failures

Our total liability for any claim will be limited to the amount paid by the client for the specific service giving rise to the claim.

Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so.

23. Warranties

HR Website Design will provide services with reasonable care and skill.

The client acknowledges that websites and digital services may be affected by third-party systems, browser updates, hosting environments, software changes, user actions, security risks and other external factors.

We do not warrant that a website will be error-free, uninterrupted, immune from cyber threats, or compatible with every future technology or platform.

24. Security

HR Website Design will take reasonable steps when working on client websites, but no website can be guaranteed to be completely secure.

The client is responsible for maintaining secure passwords, keeping account access safe, renewing hosting and domain services, and following reasonable security practices.

25. Changes to these terms

HR Website Design may update these Terms & Conditions from time to time.

The latest version will apply from the date it is published on our website or otherwise provided to the client.

26. Governing law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes will be subject to the jurisdiction of the courts of England and Wales.

27. Contact

For questions about these Terms & Conditions, please contact HR Website Design:

Contact method	Details
Email	hayden.ross@hrwebsitedesign.com
Telephone	07359310255
Website	www.hrwebsitedesign.com

Client acknowledgement - optional project use

Where these Terms & Conditions are supplied with a quote, proposal or invoice, the client may be asked to confirm acceptance before work begins.

Client name	
Signature	
Date	