

Terms & Conditions

Definitions

Within these terms and conditions some of the following terminology will be used which applies to the services we offer, for clarity these are defined below:

- 1) Wording such as 'we' or 'us' is referring to Star Accounts (UK) Ltd trading as Star Websites.
- 2) 'You', 'client' or 'customer' is referring to the person or organization using our service.
- 3) 'Project' is the work carried out or undertaken by Star Websites.
- 4) 'Service' or 'Services' refers to the work carried out, undertaken or support provided by Star Websites.
- 5) 'Hosting' is the environment where a website is based making it accessible.
- 6) 'Domain Name' is an internet address where a website can be accessed.
- 7) 'Content' refers to both the written text and images within the website.
- 8) 'Code' is the files used to create a website.
- 9) 'SEO' also known as 'Search Engine Optimisation' is the process of improving a websites listings on a search engine such as Google, Yahoo or Bing.
- 10) 'Live' means the website or advert can be viewed on the Internet in a live environment.
- 11) 'Completion' when we complete the project and the customer can view it.

General

These Terms and Conditions govern all agreements undertaken by Star Accounts to the exclusion of any other terms, any variations to these terms will be invalid unless specifically stated in writing.

1. Order Details

- 1.1** The contents of your order will be summarised within your order confirmation which will be sent to you outlining the agreement.
- 1.2** Your acceptance to the order and our terms will be made by placing an order, making payment for an order or receiving an order confirmation.
- 1.3** Once an order has been placed we are unable to cancel the order meaning any payments are strictly non-refundable.
- 1.4** Website orders will be completed within a maximum of four weeks unless stipulated otherwise, we cannot be held responsible for external delays such waiting on content, images, domain transfers or any external factors.
- 1.5** Payment is required in advance, however should we offer a split payment the balance will be due for collection once we have completed the project not when it is approved by the client, however changes can be made at any point.
- 1.6** All work carried out will be the property of Star Websites until payment has been made in full and any outstanding invoices have been paid.
- 1.7** Any discount applied to our website packages is on the basis of continued custom, should the client wish to leave or cancel within 12 months of the website order the difference between the RRP Price and the discounted invoice price will fall due.

2. Timescales & Reports

- 2.1 All projects will be completed within four weeks of an order being placed.
- 2.2 We will not be liable for any delays caused by external factors of 3rd parties.
- 2.3 Should a bespoke project have a longer timescale this will be highlighted within the order confirmation.
- 2.4 We cannot guarantee SEO results or timescales as we do not control the search engines however you should see initial improvements within 4-6 weeks.
- 2.5 Featured advert campaigns are typically completed within 48 hours, however adverts will be subject to 3rd party approval of the network publisher.
- 2.6 Should we introduce you to a 3rd party for a direct advertising account, you will be governed by their timescales for which we have no control.
- 2.7 Timescales for additional work, changes or new projects will depend of the work supplied, no guarantee on timescales can be made without us having details of the work.
- 2.8 Monthly or annual reports are available on request, reports will provide information on visitor statistics or search engine positions.

3. Services

- 3.1 We reserve the right to change, alter or remove any of the services we offer without notification.
- 3.2 Services passed to 3rd party advertisers, networks and search engines will be subject to their terms of service which we take no responsibility.
- 3.3 All services are subject to a subscription unless listed as 'one off work'.
- 3.4 Any services or work carried out will be subject to a cost.
- 3.5 Changes to your website or advertising must be made via email or in writing.
- 3.6 For speed of service, websites and advertising will be put live on completion unless you have requested in writing to for the project to be approved first.
- 3.7 Cancellations or termination of your service must be made in writing.
- 3.8 We offer no guarantees on how the search engines or Google will respond to our work.
- 3.9 Additional work carried out, or requested services that are not within your package will be chargeable to your account.

4. Subscriptions

- 4.1 All subscriptions will commence from the date the service was ordered.
- 4.2 All work is subject to a subscription unless listed as 'one off work'.
- 4.3 The details of your subscription will be outlined in your order confirmation or invoice stipulating details of your plan.
- 4.4 All packages will automatically renew unless we are notified otherwise in order to offer continuity of service.
- 4.5 Domains will be renewed annually if we manage your domain.
- 4.6 All hosting packages will be renewed annually, our minimum hosting package is calculated at £20+VAT monthly payable annually if a Direct Debit is not in place.



- 4.7 Bespoke hosting and management plans will be issued for higher usage. We reserve the right to charge bespoke plans on a case by case basis calculated on the maintenance and work involved.
- 4.8 You can cancel your subscription by notifying us in writing 30 days prior to your renewal date, failing this your agreement will continue for the forthcoming period.

5. Price and Payments

- 5.1 All prices quoted are subject to UK VAT.
- 5.2 The cost of your project will be outlined in your order confirmation or invoice.
- 5.3 Balance payments are due when we complete the project, not your upon approval.
- 5.4 Prices are subject to change, you will be notified by email of any changes to your agreement.
- 5.5 Payments which fall due for project completions or renewals will be debited automatically from your nominated payment method.
- 5.6 We do require an active payment method to enable your subscription payments, payments will be taken securely by repeat payment from your nominated card or bank account.
- 5.7 Card payments are processed using continuous payment authority using an encrypted payment terminal meaning your details are secure and not accessible.
- 5.8 Pre authorisation may be made on your preferred payment method to ensure we hold an active payment method.
- 5.9 If paying by direct debit, please note that Star Accounts has appointed the BACS Approved Direct Debit Bureau, Eazy Collect Services Limited (www.eazycollect.co.uk), to collect your payments. **Eazy Collect Services** will be shown on your bank statement for these direct debit payments. For more information please visit www.eazycollect.co.uk
- 5.10 Any payments which are cancelled or reversed by yourself or your issuing bank will be subject to administration fees.

6. Exclusions & limitations of Liability

- 6.1 We aim to offer a highly reliable service and our reputation has been built on doing so but we cannot take any liability for the accuracy, performance, speed, quality or visibility of the work carried out.
- 6.2 We take no responsibility for any financial loss incurred, loss of profit or claims from 3rd parties directly or indirectly through the services we provide.
- 6.3 We cannot be held responsible or liable for any technical errors which may occur to the website or marketing, but will endeavor to promptly assist you in resolving any issue.
- 6.4 We give no assurances on positions or listings held on 3rd party websites or search engines.
- 6.5 We undertake no liability for any arrangements or disputes that you may have with any external accounts which we introduce or recommend. Such referrals are made in good faith and you will be subject to the 3rd parties terms of service.
- 6.6 We will not be responsible for failure of services or for errors that relate to the provision of your services, or for technical problems that may restrict the performance of your website or marketing.
- 6.7 We are unable to take any responsibility for any downtime or interruption to any of the services provided.

7. Title & Content

- 7.1** Any website files produced will be the property of the client providing the project has been paid for and no outstanding balance is due for the initial project or related services.
- 7.2** The client shall be responsible for all content used on the website or any advertising.
- 7.3** In the event the client didn't supply any content or images for the project, we will produce content and images in good faith however we will not be responsible for any claims or copyright issues that may occur.
- 7.4** It is the clients responsibility to ensure that their website or adverts are representative of their business or service.

8. Domains, Hosting & Management

- 8.1** If required we will purchase a domain for your website, although it will be registered to Star Accounts(UK) Ltd.
- 8.2** You as the client will be responsible for the costs of renewing the domain, should you wish to transfer or change the details we will action this for you assuming there are no overdue fee's on your account.
- 8.3** As the owner of the domain, it will be the clients responsibility to ensure the information on any domains is accurate and suitable for use on the Internet.
- 8.4** Should we manage or host a website for you, there will be a standard charge or £20+VAT per month payable annually in advance. This will cover hosting, basic website changes, updates, amendments and support.
- 8.5** CPanel access is available on request on advanced hosting packages.
- 8.6** Advanced hosting plans are suitable for more frequent users with higher usage, this will be subject to an increased cost.
- 8.7** Hosting will also fall due if we actively manage a website which is hosted on an external service.
- 8.8** We offer a 99.9% uptime on hosting and cannot be held responsible or liable for any downtime as occasionally we need to make software updates which may interrupt website hosting.

Privacy Policy - We may use the information to improve our products and services. We may from time to time send promotional e-mails about new services in which we are able to offer etc. We may contact you by e-mail, phone, fax or mail. You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Star Accounts, Arena business park, Holyrood Close, Poole, Dorset BH17 7FJ. If you feel that any information we are holding on you is inaccurate



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