



Client Terms & Conditions

Definitions

Client – A person or organisation who use the Salix Studios services.

The company/us/we/our – Salix Studios

1. Service fees

- 1.1. Services fees cover the cost of hosting, assistance from our in-house support and development team, and regular updates to CMS plugins.
- 1.2. Client must pay £12 per month for their website to be hosted, supported, and regularly updated.
- 1.3. Invoices are issued on the first of every month.
- 1.4. Service fees are expected to be paid in full within 14 days of the invoice issue.
- 1.5. Salix Studios reserve the right to temporarily postpone or terminate service for any unpaid invoices that surpass the due date.
- 1.6. Late invoices may be subject to additional fees.
- 1.7. Service fees can be made either monthly, quarterly, bi-annually or annually at the client's discretion.

2. Cancellations

- 2.1. Clients may cancel their website hosting at any time during the billing period and can either remain live until the end of the billing period or removed instantly from our servers.
- 2.2. Services cancelled within the billing period will not be refunded.
- 2.3. Clients may cancel their project during development however may have to pay up to 75% of the final project cost.
- 2.4. Salix Studios reserve the right to remove posts, text and an entire website from their server hosting service immediately without prior warning if it contains any homophobic, sexual, pornographic, illegal or any offensive content deemed unacceptable by the company.

3. Quotes

- 3.1. By signing and returning a quote, the document will form part of the client contract.
- 3.2. Once a quote has been signed and returned, it cannot be altered in any way until after initial development.

- 3.3. Any alteration to a signed quote must be made after initial development of a website and may incur additional payments.

4. Liability

- 4.1. If clients encounter any faults with our services, then it is their responsibility to raise this with our support team.
- 4.2. Your access to websites hosted by us may occasionally be interrupted by updates or service outages. We will work closely with our server host if required and focus on resuming service as soon as possible.
- 4.3. Refunds will not be made to clients for service outages beyond our control.
- 4.4. Clients are responsible for their own password strength and overall security in the event of a password leak.
- 4.5. Salix Studios provide a high level of security but cannot be held responsible for any security or data leaks as the result of an attack.
- 4.6. Salix Studios own the websites that they develop in its entirety due to the licence agreements on the systems they use for development. This excludes content added by the client such as logos and branding.
- 4.7. Salix Studios reserve the right to contact any authoritative figure regarding any illegal or abusive content on any of our hosted websites.
- 4.8. Salix Studios are not responsible for content on the website being available in countries outside of the United Kingdom.

Terms and conditions are subject to change and it is the responsibility of the client to check these regularly, however Salix Studios will back up any changes made by email to the client's primary email address. If there are any queries or issues that the client would like to raise, please email support@salixstudios.co.uk. By continuing to use our services, the client agrees to these terms and conditions.