

KERRIVEO

POLICIES & PROCEDURES

Website Design | Digital Support | Business Growth

How We Work

1. Enquiries & Quotes

All projects begin with a discussion about what the customer needs. Prices advertised by Kerriveo are starting prices where stated. A final price and agreed scope of work will be confirmed before the project begins.

2. Booking Your Project

A booking is secured once the agreed **£50 non-refundable deposit** has been paid. The deposit is deducted from the final project balance and is not an additional charge.

3. Customer Information

Customers are responsible for providing accurate information needed for their project, including business details, services, prices, contact information, images, logos and other content.

4. Images, Content & Copyright

Customers must have the right or permission to use any images, videos, logos, wording, trademarks or other content they supply to Kerriveo. Kerriveo may rely on the customer's confirmation that supplied materials can legally be used.

5. Account Access & Security

Where access to websites, domains, Google, Meta, social media, email or other platforms is required, access will only be used to complete the agreed work. Where possible, customers should grant administrator or collaborator access rather than sharing passwords. Customers should remove Kerriveo's access or change passwords following handover where appropriate.

6. Project Communication & Approvals

Customers are responsible for checking names, telephone numbers, email addresses, prices, services and other business information before giving final approval. Delays in providing information, access or approval may delay completion.

7. Changes & Additional Work

Minor amendments are included where stated in the chosen service or package. Additional pages, major redesigns, new features or work outside the agreed scope may be charged separately. Any additional charge will be discussed before that work is undertaken.

8. Project Delays & Inactivity

If required information, access or approval is not received, Kerriveo may pause the project. When the customer is ready to continue, completion will be subject to Kerriveo's current availability.

9. Third-Party Services & Costs

Domains, hosting, premium website plans, apps, subscriptions, advertising, payment-processing fees and other third-party costs are separate unless specifically included in the agreed quotation.

10. Websites, SEO, Google & Social Media

Kerriveo will use reasonable care and appropriate optimisation techniques when providing digital services. However, Google, search engines and social-media platforms are controlled by third parties. Kerriveo cannot guarantee rankings, reach, followers, enquiries, sales or other specific results.

11. Payments

Invoices will show the agreed service, payments made and remaining balance. Outstanding balances must be paid by the agreed due date. Kerriveo may pause work or withhold final handover/publication while payment remains outstanding.

12. Final Approval & Handover

Before completion, customers will be asked to review their project and identify any agreed final amendments. Once the final balance has been paid, completed work will be handed over or published as agreed.

13. Privacy & Customer Information

Personal and business information is handled in accordance with Kerriveo's Privacy Policy. Information is only used where reasonably necessary to manage enquiries, projects, payments and agreed services.

14. Complaints & Problems

If a customer is unhappy with any aspect of a Kerriveo service, they should contact Kerriveo as soon as possible so the issue can be reviewed and, where reasonably possible, resolved.

15. Related Kerriveo Policies

Customers should also read Kerriveo's **Terms & Conditions, Refunds & Cancellations Policy, Privacy Policy, Accessibility Statement, Disclaimer and Cookie Policy.**

Contact Kerriveo
kerriveo.co.uk
kerriveo@mail.com

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