



KERRIVEO TERMS & CONDITIONS

1. General

These Terms & Conditions apply to all services provided by Kerriveo, including but not limited to website design, website support, SEO services, social media services, business start-up support, branding and rebranding, content creation, booking systems, payment integrations and digital business support.

By purchasing any service from Kerriveo, the client confirms they have read, understood and agreed to these Terms & Conditions.

2. Quotations & Payments

All quotations are valid for **30 days** unless otherwise stated.

Website Design Process

Free Homepage Concept

Kerriveo will create a bespoke homepage concept to demonstrate the proposed style and direction of your website. This allows you to view the design before committing to the full project.

Design Deposit

If you are happy with your homepage concept and wish to continue, a **£50 non-refundable Design Deposit** is required before any further website development begins.

The Design Deposit:

- Covers planning, research and design time.
- Secures your project within Kerriveo's schedule.
- Will be deducted from your final website invoice.

Website Development

Once the Design Deposit has been received, Kerriveo will complete the remaining pages of your website and provide a preview for your review and approval.

Final Payment

The remaining balance is due once the completed website has been approved by the client and **before**:

- The website is published.
- A domain is connected.
- Login details are released.
- Ownership is transferred.

For larger custom developments or projects requiring significant additional work, Kerriveo reserves the right to request a higher deposit where appropriate.

Monthly website support, maintenance and social media management packages are payable in advance.

Late payments may result in delays, suspension of services or the withholding of completed work until payment has been received in full.

3. Client Responsibilities

The client agrees to provide accurate information, content, images, logos, branding materials and any other information required to complete the project.

The client is responsible for ensuring they have permission to use any content, images, logos, trademarks or materials supplied to Kerriveo.

Delays in providing requested information may result in project delays.

4. Websites, Domains & Hosting

Unless otherwise agreed, domain names, hosting plans, email services and third-party subscriptions remain the responsibility of the client.

Kerriveo may assist with setup and recommendations but is not responsible for pricing changes, outages, service interruptions or issues caused by third-party providers.

Once a website has been approved and published, ongoing maintenance is only included where a support package has been purchased.

5. SEO, Marketing & Social Media

Kerriveo provides SEO, social media and digital marketing services designed to improve online visibility.

However, no guarantees can be made regarding:

- Search engine rankings
- Website traffic
- Leads or enquiries
- Sales or business growth

Results can vary depending on competition, location, industry, market conditions and client involvement.

6. Revisions & Amendments

Reasonable revisions are included during the design process.

Requests that significantly alter the original project scope may be subject to additional charges.

Any work requested outside of the agreed package may require a separate quotation.

7. Homepage Design Preview

The Homepage Design Preview includes one bespoke homepage concept and one round of reasonable amendments.

The design remains the intellectual property of Kerriveo until full payment for the website has been received.

If the client chooses not to proceed, the design may not be copied, recreated, reproduced, shared with another designer or used in whole or in part without the written permission of Kerriveo.

If no communication is received from the client within **14 days** of the homepage design being issued, the project will be considered closed. Any future work will require a new booking and may be subject to current pricing.

Upon full payment, ownership of the completed website design transfers to the client.

Kerriveo reserves the right to showcase completed projects within its portfolio, website, social media and marketing materials unless otherwise agreed in writing.

8. Homepage Concepts & Intellectual Property

All homepage concepts, website designs, layouts, graphics and original content created by Kerriveo remain the intellectual property of Kerriveo until full payment has been received.

If a client chooses not to proceed with the project, the design must not be copied, recreated, reproduced, shared with another designer or used in whole or in part without the prior written permission of Kerriveo.

Any unauthorised use, reproduction or distribution of Kerriveo's work may result in legal action being taken to protect Kerriveo's intellectual property rights and recover any losses incurred.

9. Cancellation & Refunds

Due to the bespoke nature of digital services, Homepage Design Preview fees, deposits and payments made for work already completed are non-refundable once work has commenced.

If a project is cancelled after work has started, Kerriveo reserves the right to invoice for work completed up to the cancellation date.

10. Limitation of Liability

Kerriveo shall not be liable for any loss of income, loss of business, loss of profits, loss of data or indirect damages resulting from the use of services provided.

The client remains responsible for reviewing all content, pricing, contact details and information before publication.

11. Acceptance

Payment of an invoice, approval of work or engagement of services constitutes acceptance of these Terms & Conditions.

12. Monthly Support, Maintenance & Management Packages

All monthly support; maintenance, website management and social media management packages are payable in advance of the service period. Invoices will be issued monthly, and payment must be received within 48 hours of the invoice date unless otherwise agreed in writing.

If payment has not been received within 48 hours, Kerriveo reserves the right to pause, suspend or restrict services until payment has been made in full.

This may include, but is not limited to:

- Website updates and maintenance
- Social media management services
- SEO services
- Content creation
- Website access where applicable

Kerriveo shall not be held responsible for any loss of enquiries, rankings, leads, sales or business interruption resulting from services being paused due to non-payment.

Services will resume once all outstanding balances have been cleared.

Acceptance of this quotation, payment of the Design Deposit, or instruction to commence work confirms acceptance of Kerriveo's Terms & Conditions.