

Terms and Conditions: Social to Success - Website Starter Package

(<https://itsolutionsyorkshire.uk/services/social-to-success/>)

1. Ownership and Domain Usage

1.1. If the client utilises the FREE .uk domain provided as part of the service, ownership remains with IT Solutions Yorkshire (ITSY). Clients may transfer ownership by paying a transfer fee of £25 + VAT.

1.2. The website, including all its components and structure, remains the property of ITSY and is non-transferable under any circumstances.

2. Website Design and Limitations

2.1. The website will be designed using a third-party web builder. ITSY will operate within the limitations of this software, which may be subject to changes beyond ITSY's control.

2.2. Clients may modify their website content, including text, images, page arrangements, and page additions/removals, within the constraints of the web builder.

3. Service Inclusions

3.1. The annual service fee includes:

- Use of the web builder.
- Hosting on ITSY's eco-friendly servers.
- Domain rental.
- Free SSL certificate (*subject to conditions, see clause 4.2*).

3.2. At the start of the service, ITSY will provide a basic website design and up to three SEO-optimised pages tailored to the client.

4. Domain and SSL Requirements

4.1. Clients may use a new or existing domain for the service. However, to qualify for the FREE SSL certificate, the domain must either be transferred to ITSY or have its nameservers pointed to ITSY.

4.2. Clients who choose to only point DNS records to ITSY will not be eligible for the free SSL certificate and must purchase one separately through ITSY.

5. Email Services

5.1. The service includes one free email forwarding option, allowing the client to have a professional email address (e.g., yourname@yourdomain.co.uk) forwarded to a personal mailbox of their choice (e.g., yourname@hotmail.com).

5.2. Clients will not be able to send emails from the forwarding address (e.g., yourname@yourdomain.co.uk), however, will of course be able to email from their personal mailbox (e.g.,

yourname@hotmail.com). A business email service enabling full mailbox functionality can be purchased separately for an additional annual fee.

6. Payment and Renewal

6.1. The service must be renewed annually on or before the due date. Failure to make timely payments may result in service disruption.

6.2. Renewal fees cover continued access to the website, hosting, domain rental, and applicable services.

7. Membership Benefits

7.1. By subscribing to this service, clients receive the benefits of ITSY's Standard Membership, which includes:

- Monday to Friday 9 AM - 5 PM support at a reduced hourly rate.
- 48-hour resolution time, subject to diagnosis.
- Access to exclusive member services as detailed at <https://itsolutionsyorkshire.uk/memberships/>.

8. Amendments to Terms

8.1. ITSY reserves the right to modify these terms and conditions at any time without prior notice.

9. Cancellation and Refunds

9.1. Clients may cancel their service within 48 hours of commencement.

9.2. If cancellation occurs within the 48-hour period, any completed work will be charged at ITSY's standard hourly rate and deducted from any refund due. However, deductions will not exceed the total amount originally paid.

9.3. In the event of cancellation, if a FREE domain was utilised, the client must pay the £25 + VAT domain fee regardless of whether ownership is transferred, as ITSY cannot recover the costs of registered domains.

10. Agreement to Terms

10.1. By engaging in this service, clients acknowledge and accept these terms and conditions.

For any queries regarding these terms, please contact IT Solutions Yorkshire Ltd:

Phone: 01723 336 165

Email: support@itsolutionsyorkshire.uk

Website: www.itsolutionsyorkshire.uk