



General Terms of Business

Amended 4th July 2022

Summary

1. Commencement of a project is acceptance of these terms.
2. Wintercorn does not offer credit. All invoices are payable upon receipt.
3. Support requests are to be submitted via the ticket system.
4. A deposit is required before a project is started.
5. We do not provide hardware support. If you need email accounts etc configuring on your desktop computer or other devices we suggest using the services of a local I.T. specialist.

1. Notes

a) All work carried out by Wintercorn Consulting Limited (Wintercorn) is deemed to be carried out under the following terms and conditions which are publicly available on our website located at:

<https://www.wintercorn.com/legal>

b) These apply to the exclusion of all other terms and conditions unless stated otherwise in any covering correspondence. These terms and conditions do not affect your statutory rights. It is not necessary for any Client to have signed an acceptance of these terms and conditions for them to apply. If a Client allows work to proceed or makes an initial payment then the Client will be deemed to have satisfied themselves as to the terms applying and have accepted these terms and conditions in full.

c) By placing an emailed or verbal order with Wintercorn, you confirm that you are in agreement with and bound by the terms and conditions below.

2. Definitions

a) **Wintercorn:** Primary consultant & employees or affiliates, subcontractors and associated companies.

b) **Client:** The company, organisation or individual requesting the services of Wintercorn.

c) **Project Proposal / Quick Quote:** The document proposing the project to be undertaken. Once signed off by the Client, this document becomes the primary specification for the project.

d) **Live:** The site is considered Live when it is available to its intended audience.

3. General

a) Wintercorn will carry out work only where an agreement is provided either by email, telephone, mail or fax. Wintercorn will carry out work only for clients who are 18 years of age or above.

b) An 'order' is deemed to be a written or verbal contract between Wintercorn and the Client, this includes telephone and email agreements.

4. Website Design

- a) Whilst every endeavour will be made to ensure that the website and any scripts or programs are free of errors, Wintercorn cannot accept responsibility for any losses incurred due to malfunction, the website or any part of it.
- b) The website, custom graphics and any custom code remain the property of Wintercorn until all outstanding accounts are paid in full. Once the final balance is paid any copyright will be assigned to the Client.
- c) Master / Admin usernames and passwords for the site, server, email, Cpanel and FTP accounts will only be supplied to the Client when all outstanding accounts are paid in full.
- d) All custom images, custom scripts, cgi applications, php scripts, or other software written by Wintercorn will be released to the client, subject to any prior licence, after all outstanding accounts are paid in full unless specifically agreed otherwise in the Project Proposal.
- e) Wintercorn cannot take responsibility for any copyright infringements caused by materials submitted by the Client. We reserve the right to refuse any material of a copyrighted nature unless adequate proof is given of permission to use such material.
- f) Any additions to the Project Proposal will be carried out at the discretion of Wintercorn and where no charge is made by Wintercorn for such additions, Wintercorn accept no responsibility to ensure such additions are error free and reserve the right to charge an according amount for any correction to these or further additions.
- g) Wintercorn reserves the right to assign approved subcontractors to a project to ensure the right skills resource for the project as well as timely completion. Wintercorn warrants all work completed by subcontractors for the project.
- h) The Client agrees to make available as soon as is reasonably possible to Wintercorn all materials required to complete the site to the agreed standard and within the set deadline.
- i) Wintercorn will not be liable for costs incurred, compensation or loss of earnings due to the failure to meet agreed deadlines.
- j) The Client shall inspect the works regularly, and shall inform Wintercorn immediately if it wishes to reject any part of the works because such do not comply with the Project Proposal, or are defective in material and workmanship.
- k) Wintercorn will not be liable or become involved in any disputes between the Client and their clients/users and cannot be held responsible for any wrongdoing on the part of the Client.

l) Wintercorn will not be liable for any costs incurred, compensation or loss of earnings due to the work carried out on behalf of the Client or any of the Clients appointed agents.

m) Wintercorn will not be liable for any costs incurred, compensation or loss of earnings due to the unavailability of the site, its servers, software or any material provided by itself or its agents.

n) A deposit is required with any project before any work will be carried out. This must be paid in full before work will commence. The deposit amount will be noted in the proposal.

o) Once a website has been designed and completed the final balance of payment is then due in accordance with our payment terms. There are no exceptions to this, *i.e* If a client decides they no longer want the site, as they have commissioned the work and paid a deposit they are still obliged to pay for the work that has been done.

p) Non payment may result in account suspension and/or legal action being taken. Please see **section 11** for further details.

5. Consulting

a) Wintercorn agrees to assist the Client in connection with their project, as more fully described in the Project Proposal. In the event the Client requests additional services related to the Project not detailed in the Project Proposal, the scope of such additional services shall be as agreed by the parties and shall be governed by this agreement.

b) Our fees which include our expenses are invoiced weekly and are payable weekly. If for any reason our fees are not paid within seven days after the date of our invoice we reserve the right to stop work on the project or charge 2% above bank base rate for the period of the outstanding payments.

c) You have the right to terminate the project at the end of any week by giving us 5 working days notice in writing. If you do give such notice our fees will be due until the end of the notice period. If however, notice is given to expire within the last two weeks of the project you will still have to pay all fees outstanding for the remaining period to the end of the project.

d) Throughout the project Wintercorn will carry out the work with all reasonable skill, care and diligence. It is the joint responsibility of the Client and Wintercorn to implement the agreed changes and activities during the period of working together. The project will be managed through a key event schedule with review meetings held each week either on or offline. Both parties are charged with attending these meetings and to signing off the review summary to demonstrate joint agreement with the progress to date and to the actions planned for the following weeks.

e) Wintercorn reserves the right to assign approved subcontractors to a project to ensure the right skills resource for the project as well as timely completion. Wintercorn warrants all work completed by subcontractors for the project.

f) The Client shall inspect the works regularly, and shall inform Wintercorn immediately if it wishes to reject any part of the works because such do not comply with the Project Proposal, or are defective in material and workmanship.

g) Should you terminate the project before its full term and if you then use the services of a consultant who was involved in the project within one year, you will be liable to pay to us on demand the full balance of the fees which would have been payable had the project been completed by us in accordance with the engagement letter.

h) We value our good reputation and for that reason we reserve the right to withdraw our services at any time without notice in the event that information comes to our attention which in our opinion casts doubt on the integrity and legality of your operations or any part thereof.

l) In the event of a dispute arising which cannot be resolved through discussion with the Directors of Wintercorn, or should there be a claim for proven negligence against Wintercorn the limit of the claim will be the return of fees paid by the Client from the date of written notification of the claim to the point of resolution or termination of the project.

j) Due to the myriad of configurations available, and the issue of physical access, we do not provide hardware support. If you need email accounts etc configuring on your desktop computer or other device we suggest using the services of a local IT specialist.

6. Custom Coding

a) Wintercorn cannot take responsibility for any losses incurred by the use of any software created for the Client. Whilst every care has been taken to ensure products are problem free and accurate, the ultimate responsibility lies with the Client in ensuring that all software is functioning correctly before use.

b) Any scripts, applications or software (unless specifically agreed) written by Wintercorn remain the copyright of Wintercorn until all related invoices have been settled. We relinquish our copyright on any custom code created by Wintercorn for clients upon payment of any related invoices.

c) Where applications or sites are developed on servers not recommended by Wintercorn, the Client is expected to provide or seek any information, additional software, support or co-operation pertaining to the server required in order for the application to be correctly developed. Where large applications are to be developed, it is the Clients responsibility to provide a suitable testing environment which is identical to the final production environment.

d) The Client is expected to test fully any application or programming relating to a site developed by Wintercorn before being made generally available for use. Where "bugs", errors or other issues are found after the site is live, Wintercorn will endeavour (but is not obliged to) to correct these issues to meet the standards of functionality outlined in the Project Proposal.

7. Compatibility

a) Wintercorn will endeavour to ensure that any developed/designed site or application will function correctly on the server it is initially installed in and that it will function correctly when viewed with Microsoft Internet Explorer Version 7 onwards and to an similarly acceptable level with Mozilla based browsers such as Firefox. Wintercorn can offer no guarantee of complete functionality with all browser software or hardware configurations.

b) Due to its age and lack of support for advanced functionality, compatibility with any version of **Microsoft Internet Explorer** can no longer be guaranteed and if compatibility with this browser is required it should be specifically brought to our attention before the production of any proposal or commencement of any project.

8. Images / Text

a) Wintercorn may use stock photographs as filler on a client website pending supply of the correct images. These images are usually subject to copyright and payment for commercial use. If the Client wishes to use the images a fee to the copyright owner/agent will be payable in addition to any expenses Wintercorn incurs in securing usage of the images.

We may also use 'Lorem Ipsum' text to fill out pages in the absence of client supplied content. It is the Client's responsibility to provide content unless this is specifically noted in the project proposal.

9. Hosting

a) When Wintercorn uses its own servers to host websites, no guarantees can be made as to the availability or interruption of this service and Wintercorn cannot accept liability for **losses** caused by the unavailability, malfunction or interruption of this service, or for loss of turnover, sales, revenue, profits or indirect, consequential or special loss. We may, at our discretion, use a third-party hosting provider.

b) Further information on our Service Level Agreement can be found at :

<https://www.wintercorn.com/legal>

c) Wintercorn reserve the right to refuse to handle in any way, material which may be deemed offensive, illegal or in any way controversial or outside of our general client profile, and also to terminate any hosting service without notice should the necessity arise, although we would always attempt notification where possible. We also reserve the right to decline services to sites which do not meet our general client profile.

10. Email

Email services are provided free with cPanel hosting accounts and no warranty or support is provided for use beyond light commercial or personal use. If you require mission-critical email for business we recommend a paid service such as [Google Apps](#).

11. Payment of Accounts

a) Wintercorn are a small company. We work hard to ensure that your project is completed within the proposed timeframe, budget and agreed functionality standards. Prompt payment of accounts helps us to work this way. We price our projects on the assumption that you will act according to these terms.

b) A deposit is required from any client and must be paid in full before any work is carried out.

c) It is Wintercorn policy that any outstanding accounts for work carried out by Wintercorn or its affiliates are required to be paid immediately upon receipt of the invoice. We do not offer credit terms.

d) Once a deposit is paid and work completed you are obliged to pay the balance of payment in full. We will contact clients via email and telephone to remind them of such payments if they are not received when due.

e) Our policy is that when sites go live the final payment is due, or total outstanding payments if more than one. If the Client considers that the final payment is not yet due, then the site is not ready to go live and we will disable public access to the site.

f) Until all accounts are settled in full, Wintercorn retain the copyright to any graphics or custom code created for the project. Upon receipt of full, cleared funds we relinquish our rights to the copyrighted items and assign them to the Client.

g) Non or late payment of accounts may affect access to all of the Clients sites, email, domains, DNS and other systems under our control and may affect the pricing and/or acceptance of future projects.

h) Our non-payment process is to:

- 1) Restrict client admin and user access to the site
- 2) Take the site offline with a notice to contact the billing department
- 3) Backup the site and database to our office and remove the site files completely
- 4) Issue a copyright infringement notice to the Client and any third-party site host
- 5) Terminate the hosting/mail account if hosted on our servers
- 6) Commence legal action

i) We reserve the right to permanently withdraw hosting or other services from a non-paying client with at least one week's notice. After this notice period we will remove the account and delete any site files and backups. It is the client's responsibility to move the site and configure it on a new host.

j) We reserve the right to charge 8% per day each day the invoice is outstanding.

k) Cash refunds are not available. We reserve the right to offer a company credit which can be applied to hosting, domain names and other services we offer.

12. Jurisdiction

a) These conditions of contract shall be governed by and construed in accordance with English Law. Any dispute arising between us that cannot be resolved with goodwill shall be submitted to the exclusive jurisdiction of the English Courts.

13. Working Hours

a) Wintercorn work from 9am to 5.30pm, Monday to Friday, excepting statutory holidays. Unless specifically stated otherwise, any quote or proposal prepared assumes work will only be carried out during these hours. Work required to be carried out outside these hours is charged at 1.5 times our standard hourly rate. We may work outside our core hours at no extra charge at our discretion only.

b) Wintercorn will notify you if your project is likely to exceed the quoted hours due to feature requests, missing or late content from yourselves or any other reason which may adversely impact the project completion date.

c) Requests for urgent or time sensitive work should be noted at the outset of a project and will be charged accordingly.

d) Ticketed and telephone support is available from 9am to 5.30pm, Monday to Friday, excepting statutory holidays. Out of these times we will action urgent (hacked/offline) tickets only. Our monitoring systems work 24/7 and anything which is likely to impact upon a client site will be flagged and investigated.

14. Backups

a) Whilst a site is under development we will automatically backup the MySQL database each day to our file-server from the Joomla! administration panel and keep the backup for 30 days. This is to ensure we can restore the site if required.

b) We do not generally provide ongoing database or full site backups unless otherwise requested and paid for. Backups of the site and database are a client's responsibility unless a Managed Hosting Plan has been purchased.

c) If the automatic backup is still functional after a client site leaves our control, then disabling or redirecting the backup plugin is the responsibility of the Client.

d) Depending upon the hosting platform and hosting package, we have differing levels of backup available as follows:

cPanel Non Managed Accounts

- Initial backup, weekly database backups

cPanel Managed Accounts

- Initial backup, daily db, weekly full site backups

Cloud Non Managed Accounts

- Initial backup, 6 hourly full site backups

Cloud Managed Accounts

- Initial backup, 6 hourly full site backups

15. Support

a) Free support is only available for the 30 days following the site going Live. Support after this date will require a paid support package or 'pay as you go' support.

b) Wintercorn reserve the right to temporarily suspend support for customers with outstanding invoices.

16. Email

Email services are provided free with cPanel hosting accounts and no warranty or support is provided for use beyond light commercial or personal use. If you require mission-critical email for business we recommend a paid service such as [G Suite \(formerly Google Apps\)](#).

G Suite email is not backed up by us unless specifically noted in the project proposal.

17. Updates

a) Core and extension updates are only available to clients who have an active Managed Hosting plan. We may, at our discretion, update the core files, DNS and/or extensions on any site where it is considered that doing so will resolve a security issue or increase security or stability for other sites on the same server or the internet as a whole.

b) Clients without an active Managed Hosting plan must ensure that they update their own sites core and extension inventory as and when required.

c) Clients with commercial, paid-for extensions/plugins will be updated as long as we either have a client supplied licence for the extension/plugin or we have a valid licence in our inventory. Payment for commercial extensions is required before we can perform updates. If Wintercorn purchases a commercial licence it will be added to our inventory.

18. Complaints Procedure

Informal Procedure

a) Anyone who experiences a problem with a service provided by Wintercorn should raise the matter directly using our contact form to do so, giving sufficient information to locate the material (such as a URL) and clearly outlining the grounds for complaint.

b) Wintercorn will investigate the information supplied with a view to resolving the matter to the satisfaction of the complainant. If a reply is required, please ensure you have provided your contact details.

Formal Procedure

c) The formal complaints procedure should only be used where the complainant feels that the nature of the complaint is too serious to be dealt with informally, or where a satisfactory conclusion has not been reached after following the informal procedure. Formal complaints should be notified to us via Registered Post at our [Registered Address](#).

d) A formal complaint should be made in writing to Wintercorn, who will acknowledge receipt and ensure that the matter is looked into as soon as possible.

e) An initial response to any complaint can be expected within seven days of its receipt; a full and considered response to the complaint should be completed within 30 days and any subsequent remedy implemented with the minimum of delay.



Acceptance of the above terms and conditions dated ___/___/_____

Wintercorn Director		Date	___/___/_____
Client		Date	___/___/_____

This acceptance sheet may be returned by email or post to:

Wintercorn Consulting Limited
The Union Building,
51-59 Rose Lane,
Norwich
NR1 1BY

Email : **hello@wintercorn.com**

Telephone : **0800 228 9933**