

## Terms and Conditions

- 1.** The design of your website including the template belongs to Universal Websites until the balance is paid. (Excluding the free hosting package).
- 2.** The free hosting package is a 36 month plan with the first year free of charge and then an annual fee is charged thereafter (see fees chart) the website excluding customer content and images remains the property of universal websites until the end of the term.
- 3.** We bill every 12 months for website hosting/e-mail/SEO from the invoice date at the point of sale. We send out the invoice 30 days before the due date.
- 4.** We give a 7 day grace period for all outstanding balances form invoice due date. After 7 days your account could be suspended and an admin fee will be charged of £50 to re-connect any suspended services. The admin fee applies for each service suspended.
- 5.** After 28 days of a overdue account. Your account is terminated and deleted from our server and we might seek to recover our costs using a third party service.
- 6.** We require a 30 days' notice either by e-mail or post to cancel your hosting package. (Excludes the free hosting package).
- 7.** Cancelling the free hosting postage requires full payment of the remaining hosting package left (see fees chart).
- 8.** Domain names will be registered to Universal Websites if purchased by us.
- 9.** All domain names held by Universal Websites on our server will be put in Universal Websites Name and Contact Information as instructed by Nominet (.uk domain name registry) Telephone: 01865 332244.
- 10.** Domain name release will only happen if the account including hosting package, e-mail package, seo package is not in arrears.
- 11.** We charge an admin fee to release domain name's (see fees chart).
- 12.** E-mail package is free for the first 12 months then billed every 12 months thereafter (see fees chart) (30 days' notice is all we require to cancel this package).
- 13.** Transferring your website is only available if your account is not in arrears and a admin fee will be charged (see fees chart) and your 36 month hosting package as either ended by time or paid in full.

# Universal Websites

Websites | Hosting | Domain's

- 14.** If you requested admin usernames and passwords to edit your website yourself. Universal websites is not in any way reasonable for any damage you might do to your website and fees will apply if you require us to put right the damage you might have caused (see fees chart).
- 15.** You have 30 days from the point of sale for free alterations to be made to your website after 30 days fees apply (see fees chart).
- 16.** (SEO) Search engine optimization is billed every 12 months from point of sale with 30 days' notice to cancel if not required.
- 17.** If you do not cancel a service you will be billed for that service for the next 12 months.
- 18.** Universal Websites are not held responsible for any plugins ie: Facebook, Twitter or any other plugin add-on for your website, as we purchase them from third party companies. If a plugin update is required to maintain the service of your website, we will notify you if any costs are incurred.
- 19.** All domain names held by Universal Websites on our server will be put in Universal Websites Name and Contact Information as instructed by Trading Standards - Stoke-on-Trent City Council.
- 20.** All website and shopping cart design and content belong to Universal Website for a period of no less than 36 Months when opting for our FREE Hosting Package.
- 21.** All material supplied by the client, we will assume that this material belongs to the client and that it does not breach any copyright laws.
- 22.** When opting for the pay monthly package you will be billed for all the services that you agreed to and on the date you agreed on.
- 23.** Email addresses are provided on request. Up to 10 emails can be added to each domain name. Email addresses must be displayed on the website, either provided by Universal Websites Limited, or one the client provides.
- 24.** Email addresses provided by Universal Websites Limited must not be used on any other website(s) other than the website(s) which is/are hosted by Universal Websites Limited! This is to prevent fraud and misuse of our email T&C's.