

Simple summary of the Wintercorn General Terms of Business

Key Points:

- Starting a project means accepting these terms
- No credit offered - all invoices payable upon receipt
- Support requests must go through ticket system
- Deposit required before project starts
- No hardware support provided

Payment Terms:

- Deposit required upfront before work begins
- Final payment due when site goes live
- Non-payment may result in account suspension or legal action
- Late payment charge: 8% per day
- Copyright retained until full payment received

Website Design:

- Custom graphics and code remain Wintercorn's property until paid in full
- Client must provide all materials and content
- Wintercorn not liable for missed deadlines or site downtime
- Client must inspect work regularly and report issues immediately

Consulting Projects:

- Fees invoiced and payable weekly
- Client can terminate with 5 days' notice (but fees due through notice period)
- Weekly review meetings required

Support & Maintenance:

- Free support only for 30 days after site goes live
- Paid support packages required thereafter
- Core and plugin updates only available with Managed Hosting plan

Technical:

- Compatibility guaranteed for IE7+ and Firefox (though IE now deprecated)
- Backups vary by hosting package
- Email provided free with cPanel but not for mission-critical business use

Working Hours:

- 9am-5:30pm, Monday-Friday