

Willis & Company Terms and Conditions

1. Introduction

1.1 These Terms & Conditions (“Terms”) govern the provision of website design and related services (“Services”) by Willis & Company (“we”, “our”, “us”) to any individual, business, or organisation (“Client”, “you”, “your”).

1.2 By commissioning or using our Services, you agree to be bound by these Terms.

2. Scope of Services

2.1 We provide website design, development, branding, and related digital services as agreed in writing between us and the Client.

2.2 All Services will be carried out according to the specifications in our written proposal, project brief, or contract.

2.3 Any additional work outside the agreed scope will be charged at our standard hourly or project rate.

3. Client Responsibilities

3.1 You agree to provide all necessary materials (including text, images, logos, and branding guidelines) in the agreed format and within agreed timescales.

3.2 You confirm that you own, or have permission to use, all materials provided to us. You accept full responsibility for any legal claims or liabilities arising from content you supply.

3.3 Delays in providing requested materials or approvals may result in project delays and/or additional charges.

4. Fees & Payment

4.1 All fees will be agreed in writing before work commences.

4.2 A deposit will only be required if agreed in writing between us and the Client.

4.3 Invoices must be paid within 7 days of issue. Late payments may incur interest at the statutory rate under the Late Payment of Commercial Debts (Interest) Act 1998.

4.4 Willis & Company is not VAT registered. No VAT is charged on our invoices. All prices are in GBP (£).

5. Intellectual Property

- 5.1 Upon full payment, you will own the website's design and content created specifically for you, excluding any third-party materials used under licence.
- 5.2 We reserve the right to display the completed work in our portfolio and for marketing purposes, unless otherwise agreed in writing.
- 5.3 Any design concepts or drafts not selected remain our property.

6. Hosting & Maintenance

- 6.1 Hosting, maintenance, and ongoing support are not included unless expressly stated in the agreed proposal.

7. Project Delivery & Acceptance

- 7.1 We will provide an estimated completion date for each project, but timeframes are indicative and not legally binding unless agreed in writing as a fixed deadline.
- 7.2 Upon project completion, you will have [e.g., 7] days to review the work and request reasonable revisions. After this period, the project will be deemed accepted.

8. Cancellations & Termination

- 8.1 You may cancel a project at any time by providing written notice. You will be liable for any work completed up to the cancellation date.
- 8.2 We may terminate the project if you breach these Terms or fail to make payment.

9. Liability

- 9.1 We will not be liable for any indirect, incidental, or consequential loss arising from our Services.
- 9.2 While we take reasonable steps to ensure the website's security and functionality, we cannot guarantee it will be free from errors, downtime, or vulnerabilities.
- 9.3 You are responsible for backing up all website content and data unless you have purchased a maintenance package that includes backups.

10. Third-Party Services

- 10.1 We may use third-party tools, plugins, or services in your project. These may be subject to separate licence agreements between you and the provider.
- 10.2 We are not responsible for the performance, reliability, or security of third-party services.

11. Governing Law

11.1 These Terms are governed by and construed in accordance with the laws of England and Wales.

11.2 Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Amendments

12.1 We reserve the right to amend these Terms from time to time. Updated versions will be posted on our website, and continued use of our Services will constitute acceptance of any changes.

Effective as of 13/08/2025 (DD/MM/YYYY)

George Willis, acting on behalf of Willis & Company