

Web Services and Conditions - The McAlpine Partnership

1 Provision of Services

1.1 The McAlpine Partnership will provide you with the services set out in our website design contract which must be agreed to in writing by you or a member of your organisation. Only those services mentioned will be provided by The McAlpine Partnership and any amendments, add ons or schedule changes must be agreed to in writing. This and the following clauses are the general terms and conditions on which those services are supplied and together with the Website design contract form the total agreement between us.

2 Costs and Payments

2.1 You must pay all charges as set out in the website design contract. As prices quoted on The McAlpine Partnership material may change at any time without notice, please check the price on your website design contract before confirmation. Cost estimates are only valid for a period of 30 days.

2.2 You will remain liable for all fees during any period when services have been discontinued or suspended due to a failure on your part to comply with these terms and conditions.

2.3 You will be invoiced as agreed in your purchase order. All accounts are payable before delivery of final artwork or uploading of final files to live sites.

2.4 Customers with credit accounts are liable to pay overdue interest at 1% per week on any amounts not paid within the terms agreed on contract. All intellectual property rights remain with The McAlpine Partnership until payment in full. If full payment is not received within the terms of our agreement we reserve the right to suspend services. Reinstatement of services will incur a service charge of £50 + VAT.

2.5 You must pay The McAlpine Partnership charges without any set off, counter claim or deduction unless same is agreed in writing between us.

2.6 The McAlpine Partnership reserves the right to prioritise early paying clients and to charge urgency fees for turnaround within 3 working days.

2.7 Agreed costing is conditional on you supplying data required for a website stage or completion deadline agreed within 10 working days of confirmation of order. The McAlpine Partnership reserves the right to revise costings if that condition is not met in line with charges applying at the relevant time.

2.8 No final artwork or files will be delivered until final invoices are paid in full. Payment by cheque will entail waiting for clearance before supply of files. Delivery being: Supply of final artwork digital files to printer, on disk, via email or uploaded to nominated ISP. Construction files remain the property of The McAlpine Partnership unless arranged otherwise.

2.9 Printer or ISP Liaison is charged at our current rate per hour of £40.

3 Limitation of Liability

3.1 All terms conditions, warranties, undertakings inducements and representations, whether express or implied, statutory or otherwise relating to the provision of services by The McAlpine Partnership not contained in the Agreement are excluded and The McAlpine Partnership WILL NOT ACCEPT LIABILITY FOR ANY LOSS OR DAMAGE (INCLUDING CONSEQUENTIAL LOSS OR DAMAGE) HOWEVER CAUSED (WHETHER BY NEGLIGENCE OR OTHERWISE) WHICH MAY BE SUFFERED OR INCURRED OR WHICH MAY ARISE DIRECTLY OR INDIRECTLY with respect to the service

3.2 Where any applicable legislation implies any term, condition or warranty into the Agreement or in respect of The McAlpine Partnership's relationship with you, or otherwise gives you a particular remedy against The McAlpine Partnership and the legislation or any other legislation renders void or prohibits provisions excluding or modifying the application of, exercise of, or liability under such implied term, condition, warranty or remedy will be deemed to be included in the Agreement or as the case may require apply to the relationship between The McAlpine Partnership and you. However, The McAlpine Partnership's liability for any such breach of such implied term, condition or warranty or under such remedy, will be limited, at The McAlpine Partnership's option, in any one or more of the ways permitted in that legislation, including, where so permitted if the breach relates to services the supplying of those services again or the payment of the cost of having those services supplied again

3.3 You acknowledge that web sites cannot be guaranteed to be 100% error free in construction and acknowledge that the existence of errors falling short of a complete failure of consideration in the site shall not constitute a reason to terminate this agreement.

4 Suspension of Services

4.1 The McAlpine Partnership reserves the right to suspend services in any case where you fail to perform your obligations under this agreement. If payment for services is not received within the terms of payment stipulated by us websites may be taken down until payment is confirmed

4.2 The McAlpine Partnership may from time to time and without notice or liability to you suspend any of the services if the reason for doing same is an event beyond the reasonable control of The McAlpine Partnership

5 Termination

5.1 The McAlpine Partnership may discontinue services if an amount payable to The McAlpine Partnership is overdue or take down a website permanently in any case where an amount payable is overdue by more than 30 days. In any such event, you remain liable for the total cost of the contract including all disbursements; unless otherwise agreed between the parties

5.2 It is your responsibility to notify The McAlpine Partnership in writing at least 30 days before the renewal date of any hosting or domain registration services you wish to discontinue. Payment in full will be required otherwise.

6 Contents of Web Pages and Undertaking

6.1 You will be solely responsible for the content of your Web Page/undertakings. The McAlpine Partnership is not responsible for proof reading any content unless specifically agreed

6.2 The McAlpine Partnership makes no representations to you concerning the content or functionality of your Web Site. This is your responsibility to ensure that it meets your requirements

6.3 If you provide The McAlpine Partnership with goods, material, photographs, film, data or information to be used in any form, you hereby warrant that these do not infringe the rights of third parties and indemnify The McAlpine Partnership against any action taken against The McAlpine Partnership by any such third party

6.4 Without limiting the generality of the foregoing, you agree not to infringe the copyright trademark, privacy or personal or proprietary rights of third parties, supply libelous, abusive, obscene material or disparage the products or services of any third party

6.5 The McAlpine Partnership for its part hereby undertakes not to knowingly infringe the rights of third parties in activities conducted on your behalf

6.6 You are solely responsible for dealing with persons who access your data or webpage and warrant that you will not refer complaints or inquiries in relation to such data to us.

7 Technical Support, Changes and Maintenance

7.1 Technical assistance via telephone or email will be offered extensive queries taking more than 15 minutes to deal with or site maintenance will be charged at hourly rates, currently £40 + VAT.

8 Web Hosting

8.1 If you choose to organise your web hosting arrangements yourself, final exported sites will be uploaded to your preferred host company or supplied on disk to you at the cost agreed in the Website design contract. Construction files of the site can be supplied on request at the Fees set out in the Website design contract

8.2 Please note that The McAlpine Partnership accepts no responsibility for delays or down time, breakdowns or data loss caused by Internet Service Providers (ISPs)

9 Dispute Resolution

9.1 The parties agree that if any dispute should arise under this agreement, attempts in good faith by both parties will be made to resolve the matter fairly before resorting to court procedures. In doing so, each party agrees to use its best endeavour to:

- Clearly communicate in writing the background facts leading to or causing the dispute
- Set out clearly what action is required to settle the dispute
- Select a way of resolving the dispute and explain why that way of resolving the dispute can be said to be a fair resolution
- Discuss specific means of avoiding such disputes in the future

9.2 Attempts to resolve the dispute must follow the following procedure:

- a) The person complaining shall set out in writing the background, the issues and the outcome desired.
- b) The person to whom the complaint is addressed will reply in writing within 10 business days to each issue in dispute setting out its perspective on the issue and the outcome desired.
- c) If the dispute is not resolved in accordance with this exchange of written issues and outcomes, then the complainant will raise the matter with a neutral professional adviser or Alternative Dispute Resolution (ADR) provider listed in a relevant publication of the Department of Workplace Relations and Small Business or similar government department within 10 business days.
- d) If the dispute is not resolved in accordance with such reference, the matter shall be referred to a single agreed arbitrator within 10 business days; whose decision shall be final.
- e) In the case of disagreement on the appointment of a single arbitrator, then the parties shall be entitled to nominate one independent arbitrator with 7 days of disagreement and a coin will be tossed by an independent person to decide which will act as arbitrator of the dispute.
- f) Action taken to settle the dispute at each stage must be undertaken promptly and the parties shall equally share the costs associated with the dispute settlement procedure.

10 Intellectual Property

10.1 All creation files remain the property of The McAlpine Partnership

10.2 The McAlpine Partnership retains the Copyright in and the right to use all artwork created in advancing the profile of The McAlpine Partnership and to be recognized for artwork created by The McAlpine Partnership

10.3 The McAlpine Partnership shall be free to reproduce, use, disclose, display, exhibit, transmit, perform, create derivative works, and distribute any item from your Web Page unless specifically agreed otherwise. Further, The McAlpine Partnership shall be free to use any ideas concepts know-how or techniques acquired in construction of sites for any purpose whatsoever, including but not limited to developing, manufacturing and marketing products and other items incorporating such information unless specifically agreed otherwise

10.4 The McAlpine Partnership observes Privacy Laws and Guidelines relating to personal data.

11 General

11.1 If any of these terms and conditions (or part of them) is void or unenforceable, it is taken to be removed and no longer forms part of the Agreement between us. The remaining terms and conditions remain in full force and effect

11.2 Written communications between us may take the form of letters, formal documents or emails

11.3 The McAlpine Partnership may require a personal guarantee from the Director of a company in cases where files/artwork is required before payment.