

MINTING - TERMS AND CONDITIONS

Rev-20 June 2023

Our contact details are:

Registered address

Minting
167 Park Street
Cleethorpes
North East Lincolnshire
DN35 7LX

Telephone:+44 (0)7771 887960

1. Basic Responsibilities to Each Other

1.1 Our responsibilities to you are:

- 1.1.1 we will use our best endeavours to work and act in your best interests.
- 1.1.2 We shall explain to you how your website design is progressing and give you our advice and support whenever it is required or necessary.
- 1.1.3 Any confidential information which you give to Minting relating to your business, products or services will be kept confidential and will not be disclosed to any third party except such information as you indicate (whether by written or oral permission) may be disclosed to customers or potential customers for any reason. All communications sent by you to us whether written, emailed or oral are private and will not be shared with third parties unless you specifically instruct us to do so.

1.2 Your Responsibilities to us are:

- 1.2.1 you must give us clear instructions which will allow us to design your website for you properly.
- 1.2.2 Not ask us to add any improper, offensive, threatening or unlawful content to your website. Some examples (although this list is not exhaustive) of such content which is not acceptable is porn, pirated software, hacking programs, spamming software and any other content which would contravene indecency and obscenity laws.
- 1.2.3 Not ask us to provide link to any improper, offensive, threatening or unlawful website on your behalf.
- 1.2.4 You are legally responsible (and not Minting) for all the content of your website (including but without limitation) all text, images, animations and audio content which you provide to us for inclusion in your website. The content that you provide to Minting must have been thoroughly checked by you for copyright infringement and you must not deliberately mislead us regarding any content which you supply to us for inclusion in your website. We will not knowingly include anything which has a copyright owned by a third party.

1.2.5 All communications sent by us to you whether written, emailed or oral are private and will not be shared with third parties unless we specifically instruct you to do so.

2. Quotations/Estimates

- 2.1 Quotations are open for acceptance for one calendar month from the date of the quotation. Once a quotation has been accepted if any further or other out-of-pocket or unforeseen expenses do arise then we shall discuss these with you before incurring any additional or further costs. Errors and omissions excepted.
- 2.2 We charge 25% of the agreed price as a deposit and this deposit must be paid before commencement of work on your website.
- 2.3 You will be able to view your website's progress on our staging server so that you can ask us to make any alterations to it before it goes live.
- 2.4 Once you are content with your website and your website has been completed, the final balance will become due immediately. We will invoice you accordingly. Payment of our invoice signifies your approval of the website.
- 2.5 Your website will be uploaded to the live server on the internet once we have received cleared funds for all monies due.
- 2.6 Minting only accepts payment by the following methods:
 - 2.6.1. Bank transfers.
 - 2.6.2. Direct Debit.
- 2.7 Minting does not accept payments by the following methods:
 - 2.7.1 Cheques
 - 2.7.2 Cash
- 2.8 Minting reserve the right to charge for costs and expenses incurred in recovering late payments and to charge interest on overdue accounts at the rate in force pursuant to the Late Payment of Commercial Debts (Interest) Act 1998 as at the due date.

3. Logo Design

It is virtually impossible to check if a logo design created by or on behalf of Minting is similar to another already in existence. If a logo design created by us or on our behalf is already proven to be in existence and registered, then in this extremely unlikely event, Minting will design you a fresh logo.

4. Domain Registration and Transfer Fees

- 4.1 All domain registration fees are non-refundable. This will also apply if your domain name registration is suspended, cancelled or transferred prior to the end of your current registration term.
- 4.2 Should you wish to transfer your domain to another Registrar there will be an administrative fee due to Minting for this procedure.

5. Hosting and Hosting Fees

- 5.1 Minting can provide you with website hosting for an agreed fee and you are permitted to use this service for business, commercial or personal websites only. Our website and email hosting uses servers based in a data centre in the UK and are dedicated servers that Minting administer. They are not shared with other companies. Minting is not responsible for, and shall not be liable, if your service is interrupted for any length of time due to an outage at the data centre. Hosting fees are not refundable or transferable if you decide to move to another hosting service provider within the hosting term for which you have already paid.
- 5.2 Hosting is charged on a monthly rolling contract payable by Direct Debit.
- 5.3 Minting reserves the right to cease hosting immediately if cleared funds for hosting are not received by us on the due date.
- 5.4 Minting offer a Managed Hosting service, and in order to keep our hosting secure, we do not release FTP information or provide any client access through any form of control panel.
- 5.5 As part of our Managed Hosting service, we will automatically renew the hosting contract unless we are instructed to terminate the contract, in writing and with one month's notice to do so.
- 5.6 When requests for changes are made to us through our website, in writing or by email, we will endeavour to make those changes in a timely manner.

6. Further Important Information

- 6.1 All services which are offered and provided by Minting must be used for lawful and proper purposes only. Any storage, use, presentation or transmission of any text, images, data, copyright material or material that is obscene, offensive or threatening (which includes "adult only" material) of any kind or description whatsoever which is in violation of any laws of England and Wales (or any other worldwide countries' laws) are strictly prohibited. Such violation will result in Minting refusing to host, suspending or terminating any account which we host without recourse to the website owner. Minting reserves the right to cancel or terminate the services which it offers or provides.
- 6.2 Minting reserves the right to revise its Terms and Conditions and any charges which it makes for its services at any time without any prior notice whether written or oral.
- 6.3 Unless otherwise stated or agreed by prior written agreement all intellectual property rights (including but without limitation) copyright, registered and unregistered trademarks and database rights will remain the sole property of its original owner.
- 6.4 The websites which are designed by Minting are done so at the exclusive instruction of and based on information provided by each individual website owner and where the owner is more than one person such instruction will be deemed to have been given by all the owners concerned. The sole and entire responsibility for that information rests on each individual website owner/owners.
- 6.5 If a website owner/owners instructs Minting to change the owner's/owners' website content then this work will be undertaken on the strict understanding that no liability whatsoever regarding such changes and alterations will be assigned to Minting.

- 6.6 Minting will not be held responsible for any damages or losses arising from or relating to the use of any website created by us and or any goods or services provided by Minting including website hosting and internet marketing services. Minting gives no warranty of any kind whatsoever, whether expressed or implied, for the services which Minting, or any third party provides on behalf of Minting.
- 6.7 Minting disclaims any warranty or merchantability or fitness for a particular purpose of any website that it designs.
- 6.8 Minting will not be liable for loss of data resulting from delays, non delivery, wrong delivery and any or all service interruptions caused directly or indirectly by Minting.
- 6.9 Minting shall not be liable to any business for any incidental, consequential, special or punitive damages or lost or imputed profits or royalties arising out of this agreement, or any goods or services provided, whether liability is asserted in contract (including negligence and strict product liability) and irrespective of whether advice has been given of the possibility of any such loss or damage.
- 6.10 Minting only undertakes work on websites which are hosted on our own server. However, files and images can be transferred in the future to any hosting company of your choice, provided that full payment for work done has been received. As some functions of a website are dynamically coded on our server, full functionality of a transferred website cannot be guaranteed. All website pages created for you will be owned by you providing these pages are for your sole and exclusive use only.
- 6.11 Where an existing website has been transferred to Minting for hosting or design changes, there is a likelihood that a search engine will have previously indexed the website's pages. Although Minting will make its very best efforts to ensure that the transfer or design changes do not affect the search engine indexing, no responsibility is taken by Minting if a page or pages' alter their search engine placement or ranking.
- 6.12 No guarantees can be given that any Search Engine Optimisation (S.E.O.) will raise a website's ranking within any search engine but we will use our best endeavours to achieve this. It should be understood that S.E.O. does not produce instant results and the time taken may vary on different search engines.
- 6.13 All dynamic programming code including ASP, PHP and JavaScript has been created and supplied on a 'use of the coding function' basis and will remain the sole property of Minting.
- 6.14 Minting shall not be liable, whatsoever or howsoever arising, for damage of any kind or description (including but without limitation) direct, indirect, consequential, incidental or punitive which result from the use of, access to, or the inability to use the information contained in any website which it has designed.
- 6.15 Minting shall not be liable, whatsoever or howsoever arising, for any errors or omissions in the content of any website which it has designed.
- 6.16 Minting shall not be liable, whatsoever or howsoever arising, for any damage caused to or by viruses which may infect a website visitor's computer equipment, software, data or other property which may result from a website visitor's access to, use of, or browsing in any website which has been designed by it.
- 6.17 Minting shall not be liable, whatsoever or howsoever arising, for any damage which results from the downloading of material, data, text, images, video or audio content from any website which has been designed by it.

6.18 Minting shall not be liable whatsoever for any content in any website linked to a website designed by Minting and any resulting damage from a website visitor's access to any such linked website.

7. Terminating this Agreement before a Commissioned Project is Completed

7.1 If you wish to end this agreement before your website is completed we will then have the right to charge you for our basic charges and any out-of-pocket disbursements and expenses that have been incurred by us on your behalf.

7.2 We can also end this agreement at any time if you do not keep to your responsibilities to us and we will then have the right to ask you to pay our basic charges and any other or further out-of-pocket disbursements and expenses incurred by us on your behalf.

These Terms and Conditions are governed by the laws of England and Wales and any disputes which cannot be resolved amicably will be referred to the exclusive jurisdiction of the English Courts.

Finally, by commissioning a project from Minting you are indicating full acceptance of the above-mentioned terms and conditions. The aim of Minting is to offer to you an efficient and effective service at all times and we are confident that we shall achieve this for you, however, if you do have any problems or queries, please do not hesitate to discuss them with us so that we can resolve them quickly and amicably for you.