



STANDARD TERMS & CONDITIONS

Clear agreements. Professional service. Protected for everyone.

These Standard Terms & Conditions explain how **Just SLA Ltd** works, what you can expect from us, and what we ask from our clients.

They apply to every quotation, proposal, product and service supplied by **Just SLA Ltd** and form part of every agreement unless otherwise agreed in writing.

Whether we're designing a new website, providing hosting, maintaining an existing website or delivering ongoing support, these Terms establish the commercial and legal framework that protects both parties throughout our working relationship.



IMPORTANT NOTICE

Where a Website Maintenance & Support Service Level Agreement (SLA) has also been agreed, that document contains additional service commitments, response targets and operational procedures.

The SLA supplements these Standard Terms & Conditions — it does not replace them. Both documents should be read together.

WHAT THESE TERMS COVER



Contracts

How quotations become legally binding agreements.



Commercial Terms

Deposits, payments, invoicing and commercial conditions.



Hosting & Infrastructure

Hosting services, domain registration and third-party providers.



Support & Maintenance

Ongoing support, maintenance, future updates and aftercare.



Intellectual Property

Ownership of source code, creative work, licensed assets and website files.



Domains & Websites

Domain names, hosting access and website files.



Client Responsibilities

Content, approvals, copyright, compliance and information required from you.



Legal Compliance

Regulatory obligations, industry standards and general provisions.



DID YOU KNOW?

Most website disputes are not caused by technical problems — they arise from misunderstandings around ownership, payment, hosting, responsibilities or project scope.

These Standard Terms & Conditions are designed to ensure both parties understand their responsibilities before work begins, helping projects run



STANDARD TERMS NOTICE

These Standard Terms & Conditions form part of every agreement entered into with Just SLA Ltd. Where a Website Maintenance & Support Service Level Agreement has also been agreed, that document contains additional service commitments and should always be read alongside these Standard Terms.



QUICK SUMMARY



Contracts & Quotations

Quotations become contracts when accepted in writing or by payment.



Payment Terms

Deposits, payments, invoices and late payment terms explained.



Website Ownership

We retain intellectual property until payment is complete and transfer as agreed.



Hosting & Domains

Responsibilities for hosting services and domain registration.



Support & Maintenance

How ongoing support works and what is included.



Client Responsibilities

Information, content, approvals and compliance required from you.



Legal Compliance

Accessibility, e-commerce and industry regulations must be respected.



SLA Relationship

Where an SLA exists, it adds to these Terms — it does not replace them.



IMPORTANT

Where a Website Maintenance & Support Service Level Agreement (SLA) has been agreed, the SLA contains additional service commitments and should be read in conjunction with these Standard Terms.





COMMERCIAL TERMS & PAYMENT

Clear commercial terms help keep projects on track and ensure a successful outcome for everyone.

These terms set out the commercial conditions that apply to all projects and services provided by Just SLA Ltd.

PAYMENT AT A GLANCE



BANK TRANSFER

Payment by bank transfer to our business account.



BACS PAYMENTS

BACS payments accepted to our business account.



INVOICE TERMS

Invoices are due 7 days from the date of issue unless otherwise agreed.



VAT

All prices are exclusive of VAT unless stated otherwise. VAT will be charged at the prevailing rate.



LATE PAYMENT LEGISLATION

We reserve the right to charge statutory interest and recovery costs in line with the Late Payment of Commercial Debts (Interest) Act 1998.



IMPORTANT

We reserve the right to suspend or withdraw any service, including hosting, maintenance or support, until all outstanding invoices are paid in full.



PLEASE NOTE

These commercial terms form part of every agreement with Just SLA Ltd.

Where a Website Maintenance & Support Service Level Agreement (SLA) has been agreed, the SLA contains additional service commitments and should be read in conjunction with these Standard Terms.



1



CONTRACT FORMATION

- A contract is formed when a written quotation is accepted by the client in writing (by email or otherwise).
- These Standard Terms form part of that contract.

2



QUOTATIONS

- Quotations are valid for 14 days from the date of issue.
- We reserve the right to amend a quotation after this period.

3



DEPOSITS

- A deposit may be required before work commences.
- Deposits are non-refundable unless otherwise agreed in writing.
- Payment stages will be confirmed on the quotation or invoice.

4



PAYMENT SCHEDULE

- Unless otherwise agreed, payment for website projects is due as follows:

30%	50%	20%
Upon acceptance of quote / deposit (before work commences)	On completion of the build / before website goes live	On handover / final sign-off

- Website launch or handover will not take place until all outstanding payments are cleared.

5



LATE PAYMENTS

- Payment terms are 7 days from the date of invoice.
- Late payments may incur interest at 8% above the Bank of England base rate from the due date.
- We reserve the right to suspend work, services or hosting until outstanding amounts are paid.
- If payment remains outstanding, we may remove the website from our servers. Restoration will incur a re-instatement fee.

6



CANCELLATION

- Either party may cancel the agreement with 7 days' written notice.
- Any work carried out up to the point of cancellation, together with any third-party costs incurred, will be payable in full.
- Deposits are non-refundable.

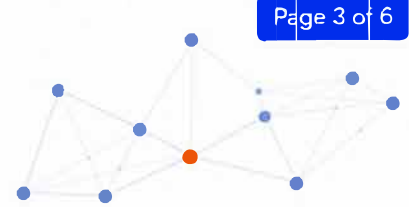
7



TRAVEL & ADDITIONAL COSTS

- Travel time and mileage outside our normal working area may be chargeable.
- Third-party costs (e.g. licenses, stock images, premium plugins) will be passed on at cost.
- All additional costs will be agreed in advance where practical.





STANDARD TERMS

Contract, Intellectual Property & Client Responsibilities

KEY PRINCIPLES



Clear Ownership

We retain intellectual property until payment is complete, then transfer as agreed.



Shared Responsibility

You provide accurate content and approvals; we deliver professional services.



Content Accountability

You are responsible for the legality and accuracy of all supplied content.



Transparent Arrangements

Domain ownership, licences and third-party terms are clearly disclosed.



Industry Standards

We follow best practice in design, development and SEO—no ranking guarantees.

i

These Standard Terms set out our approach to contracts, ownership of work and your responsibilities as a client.

1



CONTRACT FORMATION

- Contracts are formed upon written or verbal acceptance of our quotation or proposal.
- Contracts are also formed upon payment of any requested advance or deposit.
- These Standard Terms form part of every agreement.

2



INTELLECTUAL PROPERTY

- Just SLA Ltd retains all intellectual property in source code, designs, content, graphics, documentation and other materials we create or purchase on your behalf until all invoices have been paid in full.
- Ownership will transfer to you only where previously agreed and following full payment.

3



CLIENT CONTENT & COPYRIGHT

- You are responsible for ensuring all content you supply is owned by you or is properly licensed for your use.
- You must ensure your content does not infringe any copyright, intellectual property or trademark.
- Just SLA Ltd accepts no responsibility for infringement arising from client supplied material.

4



STOCK PHOTOGRAPHY & LICENSED ASSETS

- Images and assets supplied by us are licensed for use on your website.
- Many licences restrict use outside the website itself.
- If you require assets for brochures, advertising, print or other marketing, additional licences may be required.
- Please contact us for clarification or to purchase extended licences.

5



DOMAIN NAMES & REGISTRATION

- We recommend that domain names are registered in your own name wherever possible.
- Where Just SLA Ltd registers a domain on your behalf:
 - ownership remains transferable to you upon request;
 - third-party registrar terms and conditions apply.
 - Administration charges may apply to domain transfers.

6



SEARCH ENGINE OPTIMISATION

- Where SEO is included in our services, we will optimise your website using recognised best practice.
- Search engine rankings are controlled entirely by search engines.
- No guarantees can be made regarding rankings, traffic or future visibility.



IMPORTANT NOTICE

- These terms protect both parties and ensure clarity.
- Read all sections carefully.
- If anything is unclear, contact us before approving work.



NEED THE FULL LEGAL DETAIL?



The detailed legal wording of all 23 Standard Terms & Conditions is provided in the appendix pages below. We encourage you to review them alongside this summary.

AT A GLANCE



Contracts formed upon acceptance or payment



We retain ownership until payment is complete



You supply content; we deliver professional services



Domains remain transferable



SEO uses best practice—no ranking guarantees



Third-party licences and terms apply





STANDARD TERMS

Payment, Fees, Late Payment & Browser Compatibility

PAYMENT AT A GLANCE



BANK TRANSFER

Payment by bank transfer to our business account.



BACS PAYMENTS

BACS payments accepted to our business account.



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Invoices are due 14 days from the date of issue unless otherwise agreed.



VAT

All prices are exclusive of VAT unless stated otherwise. VAT will be charged at the prevailing rate.



LATE PAYMENT LEGISLATION

We reserve the right to charge statutory interest and recovery costs in line with the Late Payment of Commercial Debts (Interest) Act 1998.



IMPORTANT

We reserve the right to suspend or withdraw any service, including hosting, maintenance or support, until all outstanding invoices are paid in full.



PLEASE NOTE

These commercial terms form part of every agreement with Just SLA Ltd.

Where a Website Maintenance & Support Service Level Agreement (SLA) has been agreed, the SLA contains additional service commitments and should be read in conjunction with these Standard Terms.



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WEBSITE CONTENT & CLIENT DELAYS

- You must provide all required content, copy, images and information in advance to avoid delays.
- If delays occur due to late delivery of agreed material, we reserve the right to charge a surcharge of £150.00 plus any additional expenses.
- If delays exceed four (4) weeks, we may close the project. In this case, the outstanding balance becomes immediately payable. The client is responsible for a minimum of 85% of the agreed price (or up to 100%) plus expenses to cover time and opportunity costs.

8



TRAVEL TIME & EXPENSES

- Travelling time to and from client premises is not included in quotations unless specifically agreed.
- We reserve the right to charge for travel time at our current hourly rate plus either:
 - mileage at £0.50 per mile, or
 - the cost of public transport, accommodation or other travel expenses.

9



QUOTATIONS

- Prices are based on the work specifically outlined in the quotation.
- Any changes requested after work has commenced may incur additional charges.
- Costs for stock photography, licensed assets or third-party products will be added to your invoice.
- All quotations are valid for 2 weeks from the date of issue, or as stated.

10



PAYMENT TERMS

An advance payment is required unless agreed otherwise.

Up to £100.00	£100.01 - £500.99	£501.00 and above
Full payment in advance.	50% of the total cost payable in advance.	30% deposit to start. 50% on preview link (within 7 days). 20% on completion (within 7 days). Site must be completed within 30 days of the preview link.

These payments are required before work can begin.

By paying the advance or confirming an order you agree to these Terms.

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PAYMENT METHODS

- Payment is accepted by cash, banker's draft or bank transfer in GBP.
- Cheques must be agreed in advance.
- An admin / banking fee of £20.00 applies to all cheques.
- Returned cheques incur a charge of £50.00 covering costs and admin fees.
- After a returned cheque, we will only accept payment by cash or bank transfer.

12



PAYMENT OF BALANCE

We reserve the right not to launch a website or to take down a live website that remains unpaid until full payment has been received.

13



LATE PAYMENT

A. Non-Payment

If payment is not received, any live website may be removed. A minimum restoration fee of £75.00 will be payable to have the site reinstated.

B. Overdue Accounts

Accounts not settled within 7 days of our final reminder will incur:

- a late payment charge of 10% of the outstanding amount, and
- statutory interest of 8% above the Bank of England base rate pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.

All costs associated with debt recovery or court action will be payable by the client.

14



BROWSER COMPATIBILITY

- Websites are developed and tested using current mainstream browsers and devices.
- Legacy, outdated or unsupported browsers may not render sites correctly.
- If specific compatibility with older browsers or devices is required, this must be agreed in writing before work commences and may incur additional charges.

AT A
GLANCE



Agreements become
legally binding



Deposits confirm
your project



Payments keep
your project on track



Timely content avoids
delays and extra costs

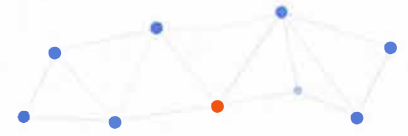


Clear terms protect
both parties



Fair, transparent
and professional





STANDARD TERMS

Hosting, Support, Compliance & General Provisions

HOSTING RESPONSIBILITIES



You agree to third-party hosting terms and conditions.



We are not liable for downtime, data loss or service failure caused by third parties.



Backups, security and updates help reduce risk, but ongoing maintenance is your responsibility unless covered by an SLA.

YOUR RESPONSIBILITIES



Provide accurate, lawful content and information.



Respond promptly to requests and deliver material on time.



Keep login details and contact information up to date.



Follow best practice for security, backups and website maintenance.

IMPORTANT REMINDER



SLA terms are in addition to, not replaced by our Standard Terms.

Where a Website Maintenance & Support Service Level Agreement (SLA) has been agreed, the SLA provides additional service commitments that sit alongside these Standard Terms.

NEED THE FULL LEGAL DETAIL?



You are almost at the end of the Standard Terms & Conditions. These terms provide the complete legal framework governing our agreement. If anything is unclear, see Apexid A or please contact us before approving work.

THANK YOU



We value clear communication and professional service and long term relationships built on trust and transparency.
Thank you for choosing Just SLA Ltd.

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FUTURE SUPPORT

- Once your website is complete and handed over, future support is not included unless agreed in advance.
- Support can be provided upon request for an agreed fee.
- No guarantee is given regarding future browser compatibility or platform updates unless covered by an SLA or support agreement.

16



FUTURE WEBSITE PROBLEMS

- Websites can be affected by malware, hacking, viruses, spammers and other factors beyond our control.
- We will take reasonable steps during development to reduce risk.
- After handover we cannot be held responsible for problems caused by illegal activity or the actions of third parties.

17



HOSTING & THIRD-PARTY SERVICES

- Where we arrange hosting via a third-party provider, you agree to their terms and conditions and accept responsibility for them.
- We cannot be responsible for downtime, service failure or data loss caused by third parties.
- Any refunds or compensation must be discussed with the provider directly.
- We may charge a small administration fee for setup and management.

18



HOSTING TERMS & CANCELLATION

- Hosting is provided on a minimum 12-month term.
- 4 weeks' written notice is required to cancel before the end of the term.
- Cancelling early will incur any outstanding payments plus a cancellation fee of £35.00.
- Free hosting has bandwidth and file size limits. Excess usage may incur charges.

19



ACCESS TO HOSTING

- We may require ongoing access (username & password) to your hosting account to monitor and support your website.
- If you change passwords you may lose access to support.
- We cannot be responsible for changes made by the client or their agents.
- Dedicated server setup may incur an administration fee of £90.00.

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WEBSITE FILES

- Once your account is fully settled, we can provide a copy of your website files.
- A standard charge of £90.00 applies to export and prepare the files.
- Payment is required in full before files are released.

21



COMPLIANCE, ACCESSIBILITY & ONLINE REGULATIONS

The client is responsible for ensuring their website and content comply with all applicable laws and regulations including:

- ☒ E-commerce regulations
- ☒ Accessibility standards
- ☒ GDPR & data protection
- ☒ Industry specific compliance

We can advise and research on request, but we recommend seeking legal advice from your own professional advisor where necessary.

22



VALIDITY OF QUOTATIONS

- Quotations are valid for 2 weeks from the date of issue unless stated otherwise.
- After this time prices may change.

23



GENERAL NOTES

- If Just SLA Ltd waives any term on one occasion, this does not affect any other term or future agreement.
- These Terms do not affect your statutory rights.
- Just SLA Ltd reserves the right to update or amend these Terms at any time.

AT A GLANCE



Agreements become legally binding



Payments keep your project on track



Timely content avoids delays and extra costs



Ongoing support



Security and backups reduce risk



Compliance protects your business





STANDARD TERMS

Compliance, Validity & General Provisions



These final clauses confirm compliance responsibilities, quotation validity and important general provisions.

23



COMPLIANCE WITH LAWS & REGULATIONS

- It is the client's responsibility to ensure that the website and its content comply with all applicable laws and regulations.
- We cannot accept responsibility for non-compliance relating to accessibility, online trading, data protection or any industry-specific requirements.
- We can research compliance requirements on request, but legal advice should be sought for complex or high-risk businesses.
- Just SLA Ltd designs websites in accordance with the client's specifications only.

23



VALIDITY OF QUOTATIONS

- Unless otherwise agreed in writing, all quotations are valid for 2 weeks from the date of receipt.
- Prices are based on the scope and requirements described in the quotation.
- After this period, prices may be subject to change without notice.



GENERAL NOTES



Should Just SLA Ltd waive any of these terms on an individual basis, this shall not affect the validity of remaining clauses or commit Just SLA Ltd to waive the same clause on any other occasion.



By agreeing to these terms and conditions your statutory rights are not affected.



Just SLA Ltd reserves the right to change or modify any of these terms or conditions at any time.



These terms apply to all future work, additional services and ongoing support unless a separate agreement is made in writing.



All notices and formal communications should be sent to the usual contact details on your account.

TERMS SUMMARY



Legally
Protective



Clear &
Transparent



Supports Strong
Partnerships



Fair Payment
Terms



Protects Your
Investment



Complies with
UK Law

IMPORTANT



Read all clauses carefully.



Keep a copy for your records.



Provide accurate information
and access details.



Make payments on time
to avoid disruption.



Ask us if you need any
clarification before we start.

NEED CLARIFICATION?



If anything in these Standard Terms & Conditions is unclear, please contact us before approving work.

We are always happy to help.

THANK YOU



We value clear communication, professional service and long term relationships built on trust and transparency.

Thank you for choosing
Just SLA Ltd.



AGREED & ACCEPTED

By signing the associated proposal, contract or agreeing in writing (including email), you confirm you have read, understood and agree to these Standard Terms & Conditions.

Client Signature

Print Name

Date



LEGAL CROSS REFERENCE

Each clause of our original Standard Terms & Conditions is covered in this document. Appendix A lists all the terms as clear points. This ensures nothing has been removed—only presented more clearly for our clients.



All clauses
accounted for



Legal intent
retained



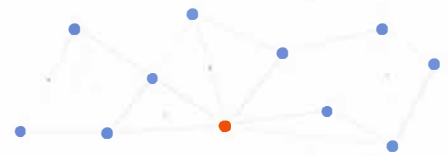
Clarity without
compromise



APPENDIX A

Full Legal Wording

The following pages contain the complete legal wording.



STANDARD TERMS & CONDITIONS

Clear agreements. Professional service. Protected for everyone.

1. Contract

The client's approval for work to commence shall be deemed a contractual agreement between the client and Just SLA Ltd. Approval for work to commence and payment of the advance confirms acceptance of the terms and conditions outlined in this document.

2. Intellectual Property

Just SLA Ltd retains all intellectual property rights in any material, including source code and original images created or purchased for the client, until payment of the final invoice. At this time, if previously agreed, we will transfer these intellectual property rights to the client.

3. Client Responsibilities Regarding Copyright

Where the client provides images, animations, text, layouts or any other content whatsoever for the website, the client is legally responsible for ensuring that this material does not infringe any copyright and/or intellectual property rights. All website copy must be your own. We will not accept responsibility for copied or plagiarised information or any infringement whatsoever of copyright, intellectual property and/or trademarks.

Certain images provided by Just SLA Ltd may have been purchased under licence from stock image suppliers. The images we purchase are generally only licensed for use on a website. The licence may not permit them to be used in publicity material, and permission for these images to be downloaded should not be given. The website owner is legally responsible for ensuring that this does not happen. If you wish to use any images from the site for other purposes, please contact us for clarification. If you wish to use images in publication material we will be happy to assist in the purchase of the correct licences to allow you to legally do this.

4. Registration Charges

All third-party costs arising from the registration of a domain name shall be met by the client.

Just SLA Ltd recommend that clients register their own domain names so that they have full ownership of these but where we have registered a domain name on the client's behalf we agree to transfer this domain name to the client immediately upon request. An administration fee of £30.00 is payable prior to transfer.

By Just SLA Ltd securing your domain name we will accept third-party terms and conditions on your behalf. The client will be fully responsible for upholding these terms and conditions which can be provided upon written request.



DID YOU KNOW?

Most website disputes are not caused by technical problems — they arise from misunderstandings around ownership, payment, hosting, responsibilities or project scope.

These Standard Terms & Conditions are designed to ensure both parties understand their responsibilities before work begins, helping projects run smoothly and successfully.



IMPORTANT

Where a Website Maintenance & Support Service Level Agreement (SLA) has been agreed, the SLA contains additional service commitments and should be read in conjunction with these Standard Terms.



STANDARD TERMS NOTICE

These Standard Terms & Conditions form part of every agreement entered into with Just SLA Ltd. Where a Website Maintenance & Support Service Level Agreement has also been agreed, that document contains additional service commitments and should always be read alongside these Standard Terms.





STANDARD TERMS & CONDITIONS

Clear agreements. Professional service. Protected for everyone.

5. Search Engine Promotion

If Search Engine Optimisation has been agreed as part of the contract the client must be aware that Just SLA Ltd are not responsible for ongoing website promotion. Should the client require the site to be promoted on an ongoing basis a separate contract should be agreed. The order in which websites are ranked upon a natural search, is controlled by the search engines. While we can optimise your site initially for this by making it search engine friendly, we regret it is not possible to make any guarantees on ranking position.

6. Cancellation / Refunds

Should the client wish to cancel at any point during the process they shall remain liable for the work that has taken place, costs incurred and a minimum admin fee of £50.00 and shall be invoiced accordingly. All deposits are non-refundable.

7. IMPORTANT! Website Content

You must ensure that we do not receive delays as a result of late delivery of the material and/or content required to complete your website.

We respectfully ask that you provide all the required information in advance. On any occasion where we are delayed because you have not provided this information, we reserve the right to impose a surcharge of £150.00 in addition to the agreed site cost, plus expenses.

If agreed material is delayed by a period of four weeks or more, we reserve the right to close the account. The outstanding balance then becomes immediately payable. In this circumstance the client is responsible for 85% of the agreed price as a minimum fee and possibly up to 100% plus expenses/costs. This is to cover potential loss of other work due to being tasked with the clients site.

8. Travel Time and Travel Expenses

(Upon commencement of the project) travelling time to and from customer premises is not generally included in our quotation. Just SLA Ltd reserve the right to make a charge for travelling time at our current hourly rate. Along with either a mileage allowance of £0.50 per mile or the value of the train ticket required, along with any other travel costs.

9. Quotations

The price quoted to the client is for the work specifically agreed on the quotation only. Should the client decide that changes are required after work on the website has commenced there may be a surcharge. Should we need to purchase stock photos on your behalf the cost of these will be added to your invoice. All quotes are valid for a maximum of 2 weeks, or as stated on the quotation.

10. Payment - Advance Fee

An advance fee is payable for sites undertaken, unless agreed otherwise for all jobs under the value of £100.00 are payable in advance. All sites under £500.99 50% of the total cost is payable.

Continued overleaf...



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IMPORTANT

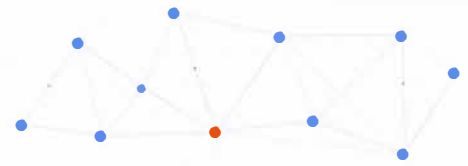
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STANDARD TERMS & CONDITIONS

Clear agreements. Professional service. Protected for everyone.

10. Payment – Advance Fee *(continued from previous page)*

All sites over the value of £501.00 a 30% deposit is required upon us providing a link of the almost complete site a further balance of 50% is required within 7 days of providing said link. The remaining 20% is due 7 days after the site is complete the site must be complete no longer than 30 days from the date of providing the link.

These sums are required before work on your project can start. Clients should note that by paying this advance fee or by confirming an order verbally or in writing they agree to our terms and conditions, and payment constitutes acceptance of these Terms & Conditions.

We may from time to time agree with the client other amounts for an advanced fee. Should work commence prior to payment for any reason the deposit is still required and should be paid immediately.

11. Payment Methods

Unless otherwise agreed, payment is only accepted by cash, banker's draft in UK Pounds Sterling. If you wish to pay by cheque this must be agreed in advance. Note: all cheques are subject to an admin/banking fee of £20.00. Any cheque that is returned by the bank as unpaid for any reason, you will be liable for a "returned cheque" charge of £50.00 this is to cover costs and our admin fees. Further payments will then only be accepted as cash or bank transfer.

12. Payment of Balance

Payment terms are as set out above based on the value of your project. We reserve the right not to launch a website until full payment has been received or to take down a website that has already been made live.

13. Late Payment A

Any websites previously launched may be removed if payment is not forthcoming. When this occurs an additional minimum charge of £75 will be required to have the site restored.

14. Late Payment B

Accounts that have not been settled within 7 days of our final reminder will incur a late payment charge of 10% of the amount outstanding. You will also be charged statutory interest of 8% above the reference rate (fixed for the six month period within which date the invoices became overdue) pursuant to the late payment legislation. Should court action be required to settle the account all costs associated with this will be sought from the client.

15. Browser Compatibility

Websites are designed and tested using current mainstream desktop and mobile web browsers. Support for legacy or obsolete browsers is not included unless agreed in writing before work commences. Where compatibility with older browsers or devices is requested, additional charges may apply. If you have specific browser or mobile testing requirements, please discuss these with us before work begins.



DID YOU KNOW?

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STANDARD TERMS & CONDITIONS

Clear agreements. Professional service. Protected for everyone.

16. Future Support

Your website will be handed over as a fully functioning, completed work. Unless it has been agreed beforehand Just SLA Ltd is not responsible for future support. Support can be provided upon request for an agreed fee. Your website is offered as a single contract and no guarantee of the availability of future support from Just SLA Ltd is offered unless an ongoing support package has been agreed. This includes future browser compatibility. You may find from time to time that your site needs to be updated depending on the platform the site has been built with. This support does not form part of the initial website build contract. For SLA specific terms please see our SLA documents. SLA terms are in addition to not replaced by our standard terms.

17. Future Site Problems

Problems caused by malicious software, spyware, viruses and website hacking are a fact of life on today's Internet. It is highly likely that these will affect your website if it is not kept up-to-date with security updates. Just SLA Ltd will endeavour to protect the site from this as much as we can during its creation, but after the website is handed over we cannot be held responsible for problems caused by illegal activity or the actions of others.

18. Hosting

Just SLA Ltd are pleased to offer web hosting in partnership with a third party. By requesting us to organise this for you, you are agreeing to the third party terms and conditions and you accept you are fully responsible for upholding these terms and conditions. Just SLA Ltd can be in no way responsible for failure of the third party to uphold their agreement in any way. Any site failure (down time) or loss of service or compensation should be discussed with the third party. We reserve the right to charge a small admin fee for organisation and setup of the third party service. Third party terms and conditions are available on request.

19. Hosting Payments

Clients that take hosting with us either with or without a website created by us agrees to a minimum term of 12 months. Should you wish to cancel for any reason before the end of your 12 month (with the exception of the 4 week notice period) term any outstanding monthly payments become immediately payable plus a cancellation fee of £35.00. We require 4 weeks written notice for cancellation prior to the end of your 12 month term. Failure to give such notice will incur a cancellation fee of £35.00. If we choose to offer free hosting, you may not use this hosting for a website not built by us, or advertise any web service we provide from any other company. In addition any free hosting services will be offered with limited bandwidth and file sizes. Should you exceed these a fee may become payable.

20. Access to Client Hosting Space

We may require ongoing access to our clients' hosting space to allow us to support and monitor their websites. This access is via a user ID and password combination, which the client may change after the website is handed over. If the client chooses to change the password we will no longer have access to the website and further support will not be possible. We cannot be held responsible for any changes made to the website by the client or the client's agents. Failure to provide these details will prevent your site upload. If you wish your site to be hosted on your dedicated server this can be arranged, however an admin fee of £90.00 may apply.

21. Website Files

We are happy to provide the website files to our clients presuming that the account has been settled in full. It does take time to export some files and as such a charge of £90.00 will be made for providing site files. This payment is required in full prior to handing over files.

22. Compliance with Ecommerce, Accessibility or Other Regulations

We design websites in accordance with the client's specifications. It is the client's responsibility to ensure that the website and its content comply with current online trading laws and regulations.

We cannot accept responsibility for any failure to comply with laws and regulations related to accessibility, selling online or those related to a specific business or trade. We can research this on the client's behalf upon request, but in any business where complex compliance issues may exist we recommend that the client takes legal advice from their company lawyer.

23. Validity of Quotation

Unless otherwise agreed any quotation provided will be valid for 2 weeks from the date of receipt.

Notes:

Should Just SLA Ltd waive any of these terms on an individual basis, this shall not affect the validity of remaining clauses or commit Just SLA Ltd to waive the same clause on any other occasion.

By agreeing to these terms and conditions your statutory rights are not affected.

Just SLA Ltd reserves the right to change or modify any of these terms or conditions at any time. Should clarification of any of the above be required please contact us.



DID YOU KNOW?

Most website disputes are not caused by technical problems — they arise from misunderstandings around ownership, payment, hosting, responsibilities or project scope. These Standard Terms & Conditions are designed to ensure both parties understand their responsibilities before work begins, helping projects run smoothly and successfully.



IMPORTANT

Where a Website Maintenance & Support Service Level Agreement (SLA) has been agreed, the SLA contains additional service commitments and should be read in conjunction with these Standard Terms.



STANDARD TERMS NOTICE

These Standard Terms & Conditions form part of every agreement entered into with Just SLA Ltd. Where a Website Maintenance & Support Service Level Agreement has also been agreed, that document contains additional service commitments and should always be read alongside these Standard Terms.

