

This document sets out to explain the contractual commitments by both Saxton IT Services (SITS) and its Customer when designing and maintaining a website.

SITS will not undertake design's or host domains that are of adult nature or associated with arms or drug selling.

SITS will, based on information provided by the customer, produce a provisional quotation, assuming this is accepted, SITS will start the web design.

SITS under most circumstances does not charge anything until the website design is completed and accepted by the Customer.

It is generally expected that the customer will provide textural and photographic information for the website. The developing design will be uploaded to a test server, with a website address like <http://test.jimsaxton.co.uk> this will be made know to the customer, who can view and make suggestions for change at an early stage. This will cover style, branding as well as content. By this method it is found that with customer involvement throughout the design process leads to a faster final solution.

Apart from the outward facing design, an important element is the optimisation of the site for search engines and in particular Google (70% of all searches). The customer is asked to provide a maximum of 10 keywords / key phrases, which forms the basis for the optimisation.

When the design is finally accepted, SITS will provide a final invoice and banking Standing Order form. Most of the SITS designs are charged on a monthly ongoing payment. There is a commitment by the customer for a minimum of three years of payment. Some more complex database sites there could be an initial cost plus a monthly payment, again on an ongoing basis for a minimum of three years.

When notification of standing order has been set up, SITS will finalise the site this could include the following were appropriate:

- Purchase of domain name e.g. www.yourname.co.uk
- Provide name server details for those customers who have already got domain name so that they a routed to SITS web space.
- Allocating web space.
- Submit website to 1000+ search engines and directories.
- Add website to all existing SITS websites to boost Google ranking.
- Request links to specialised directories.

SITS will continue to maintain the site the monthly charge includes the following:

- Changes to text and photographs
- Annual web space charge.
- Annual renewal of domain name.
- Bi-monthly submit of the web site to major search engines.
- On-going search engine optimisation.

When the changes in design means new pages, more photographs etc. then these will be charged and a revised invoice and standing order created for the customer.

It is understood that the code created and maintained by SITS will be in the custody of SITS but is owned by the customer. The domain name is purchased with the customer as the legal registrant but paid for by SITS whilst maintained by SITS.

In the unlikely event that the customer wishes cease having the website maintained and hosted by SITS, then customer must accept that they will pay the balance to complete the minimum agreement of three years. On payment of the outstanding balance SITS will make the code available for the customer.

In the event of the customer's business ceasing to operate, then the code will remain in the custody of SITS.

Jim Saxton

Saxton IT Services.