

bluewater-designs

Web Design & Hosting Solutions

Call us on:



Email: info@bluewater-designs.co.uk

+447912159930
+447754696375

- We bluewater-designs, promise to do everything in our power to ensure that our customers are 100% satisfied with our services. Your requests will be discussed in full and in detail before any work is carried out. Any agreement(s) must be confirmed in writing (Email accepted). An initial deposit of 50% of the total cost, and also any registration, after sales service fees and expenses incurred) will be required before work begins. We also reserve the rights to request a higher deposit percentage should we feel this is required.
- Any deposit is non-refundable. The final balance must be paid in full within 14 days of completion & delivery of the order.
- Cleared funds may be required before the commencement of work.
- All files and created data will remain the sole property of bluewater-designs until the full account balance is paid in full. Any specific requirements must be discussed prior to commencement of contract, otherwise we (bluewater-designs) reserve the right to terminate the contract and/or alter prices.
- Should you decide to cancel your contract, you will lose the initial deposit, and all work carried out for that specific contract/customer will be withheld by bluewater-designs and possibly destroyed/deleted. All work in question will remain the property of bluewater-designs.
- Timescales are given as a guide, and cannot be guaranteed due to external factors. We will make every effort to complete tasks to deadlines whenever possible, although we cannot make any guarantees.
- It is the responsibility of the client to ensure the correct usage of text and graphics within any documentation, image, flash file or web page, which is to be published by bluewater-designs.
- The client is fully responsible for copyright/trademark and must ensure that all information is permissible for use. bluewater-designs reserve the right to decline a contract if this requirement is not adhered to.
- Bluewater-designs reserve the right to refuse a contract if we are not satisfied with any aspect of your requirements or if a signed agreement/deposit has not been received. In certain circumstances it may be necessary to amend a contract - with your prior agreement, in order to complete work.

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- bluewater-designs will hold a copy of all work carried out, including server details, for future reference, updating purposes, and backup in the event of technical problems. All personal details are held on a secure database, on a protected server, in conjunction with the Data Protection Act 1998. Only managerial staff will have access to your credentials. Banking details will NOT be stored once your transaction is completed.
- bluewater-designs comply with the Data Protection Act 1998, please visit: <http://www.hmso.gov.uk/acts/acts1998/19980029.htm>. Your details will be held securely, only authorised staff members will have access to your credentials, and the security of personal details is our utmost concern. We will not forward any information provided by our customers to third parties unless required by UK law or any other governing body.
- Signing the quotation/invoice indicates that you are satisfied with the stated deposit and final balance due. Your signature also indicates agreement with our Terms & Conditions.
- bluewater-designs also offer an after sales service called "S.M.U.S." - (Site Maintenance & Updating Service) a set price will be agreed within the contract determining exact policy terms, after the initial design or work has been carried out. This price will be charged in addition to the initial fee, and varies for each individual case as a result of varying customer requirements – please contact us for further details.
- Please note: bluewater-designs must hold a signed agreement before any work will begin. Please ensure you have read and understood the above agreement in full before signing, we (bluewater-designs) hold no responsibility for the clients viewing of this policy. By signing the agreement/Quotation/Contract/Sub-Contract/Site Maintenance Contract and by using this website you certify that you have read, understood and accept the above terms and conditions.
- An officially headed copy of this policy may be obtained by post - at your request.