



## **Website Build Terms Of Service**

A website built by RDM is an SEO optimised website. We are not your average web development agency. The websites we build have unique strategies built into them based on our research, a website plan is issued at the start of each build. This plan is the result of heavy research, looking at your market, competitors and Google search volumes and trends, it's always best if the plan is stuck to throughout the project.

Most website builds under 100 pages take a maximum of 12 weeks, provided we are supplied all the information we need on time and the website plan is left unchanged throughout the project.

Our websites are heavily researched and carry a heavy SEO influence. We appreciate it if you let us implement our strategies and techniques into the web build, a website that doesn't rank doesn't look good on our resume.

### **Hosting**

1. Backups are taken at the hosting level, RDM uses the backups of our hosting provider to backup your website. Backups are taken daily.
2. The hosting of the website is the responsibility of the hosting company, we will setup and monitor your hosting as part of the RDM hosting annual fee, but we cannot be held responsible if a server goes down temporarily or the website has hosting issues, our goal is always to provide our clients with the best hosting possible, but we cannot be held responsible for something we have no control over. We use servers provided by our partners at Synergy, they have been a reliable hosting company for RDM for many years, we very rarely have issues.
3. If a website or cpanel is hacked, RDM will not take any responsibility for this, we may help you recover the website, but we cannot be held responsible for the works of a

hacker. We do our best in combating hackers by using secure passwords and logins, security plugins and storing login information on password and 2fa protected drives.

4. If the size of the website grows over time and requires larger hosting costs, these costs will be passed onto the client.
5. RDM will take reasonable measures to protect website data hosted on its servers, including implementing security practices and regular backups. However, RDM is not liable for any loss, corruption, or unauthorised access to the client's data.
6. Hosting will be charged as a 12 month fee.
7. Hosting will be charged from the start of build date if the website is a live build, for a website build with a specific launch date, hosting will be charged from launch date.

## **Website**

1. RDM will provide web development services, including designing, developing, and deploying websites according to the specifications and requirements agreed upon by both parties.
2. Websites built by RDM are Wordpress, Shopify or HTML websites.
3. Website designs are approved by the client at design phase, if designs are to be altered at a later stage, labour fees may be charged to the client.
4. Once a website is handed over to the client, any extra work will incur labour charges.
5. If a website plan is altered too much, to a level where the rankings of the site may suffer and the strategy is too far from the initial concept, RDM reserves the right to pull out on the build.
6. Once the website requirements doc and the URL structure doc have been accepted, any significant changes made to this plan by the client may incur additional costs and extend the website build timeline.
7. Third-Party Components: RDM may use third-party software, plugins, or services during website development. While RDM endeavours to ensure the reliability and security of these components, it cannot be held responsible for any vulnerabilities or damages caused by third-party software. We generally use a list of trusted plugins that we know work well with each other.
8. Website maintenance- For any client who's website is under management by RDM, this means a client who pays the RDM annual fee, updates to the website cms, plug-ins and themes will be performed as required, these come under website maintenance. Website maintenance is limited to updates. RDM cannot be held responsible for any conflicts that may occur between plugins, cms or themes. Debugging and labour to remove conflicts or update related issues may incur additional costs to the website owner.

## **Ownership**

1. All content created by RDM is owned by RDM.
2. If there is an outstanding debt for any services provided by RDM to the client, the website will become to sole property of RDM, which includes all works performed on the website by RDM. RDM reserves the right to take full control of the website, content, logins, branding, leads and imagery if an outstanding debt is owed to RDM by the client.
3. The strategy mapped out to build the website is owned by RDM and is not to be used for another company or with another company.
4. A link to RDM will be placed in the footer of the website as “this website was built by” or something similar, unless otherwise agreed upon.

## **Payment**

1. A website built with RDM is charged at 50% deposit and 50% upon completion pre client edits.
2. If a website build goes on for over 16 weeks, payment is due in full at the 16 week mark.
3. If a website is not completed due to client change of mind or any other reason by choice of the client, the 50% remaining payment will be charged at 40%. This is because much planning goes into a website built by RDM and this time could have been spent on another project.