



TERMS AND CONDITIONS

Project: A 'Project' is any work undertaken or service provided by Fash Media Ltd to a Client upon request and based on the confirmation received from the Client.

Client: A 'Client' can be a person, persons, business or organisation using any of the services provided by Fash Media.

The Company: The Company' means Fash Media Ltd mentioned in any part of the document.

The information and other services provided are subject to the terms of agreement between client and Fash Media Ltd. Or Website for Home Care which a brand of Fash media Ltd. Fash Media at sole discretion change these Terms and Conditions of Use, including our Privacy Policy, with or without notice to the User. It is your responsibility to check these Terms of Use periodically for changes.

The Company agrees to:

- Carry out services in a professional and timely manner.
- Try to adhere to any deadlines agreed between the client and the company.
- Make a reasonable number of revisions to the design, layout, colours etc., until the client is satisfied with the design concept or such time as both parties feel an agreement is likely to be reached but only 2 major revisions.
- Additional revisions or design work outside the project will be charged separately.
- Endeavour to complete requested website revisions or updates within 2 working days wherever possible.

Fash Media Ltd Refund Policy will be Void if;

- The website has been designed, developed and deployed live.
- You have demanded revisions.
- The cancellation has been made due to reasons non-related to the project.

- The company has not been contacted for more than 3 weeks.
- Company's policies, or policy, have been violated.
- Other company or designer has been approached for the same project.
- The creative brief is lacking in required information.
- A complete design change has been demanded.
- The claim has crossed the given 'request for refund' time span.
- The business is closing or changing name or business.
- Reasons such as 'change of mind', 'disagreement with partner' or other reasons that do not pertain to the service will not be subject to refund under any circumstances.
- Once a client has accepted multiple sets of revisions (for any service),
- The client may be entitled to claim 50% of the refund after discussion with their Project Manager.
- The refund approval will be at discretion of Fash Media's Management.
- Management's decision on the matter will be final.

QUALITY ASSURANCE POLICY

Fash Media Ltd. will do its best to meet your requirements and our designers do their best to fulfil your expectations. We believe in providing best designs and each of our designs is well researched and well crafted.

DELIVERY POLICY

- The complete order will be sent to the mentioned account on the date stated on Order Confirmation as well as a confirmation email will also be sent.
- The turnaround time will be according to the package, the minimum time required is 2 business days.
- Websites will only be made live once all dues have been cleared. Under no condition a website will be made live if there are any kind of dues outstanding.
- In case of an urgent or rush order, contact our customer support team.

WEBSITE HOSTING

Whilst Fash Media Ltd offers hosting services, it can make no guarantees to the availability or interruption of this service.



Fash Media Ltd cannot accept liability for losses caused by the unavailability, malfunction or interruption of this service, or loss of turnover, sales, revenue, and profits.

HOSTING RENEWALS

- When a Client renews “hosting” with Fash Media Ltd, this also includes Domain renewal if it needs the renewal to keep the site functioning.
- If the Client do not renew the Domain, the domain provider will make the Domain name available to the public for purchase and Fash Media Ltd cannot hold or stop the public for purchasing the domain, therefore Fash Media cannot be held liable for this.
- Renewal of “hosting” is due yearly. The date of renewal will be annually from the date the client purchased the website.
- The “hosting” will not be renewed if Fash Media cannot contact the customer or if the customer does not request to renew or make the due payment agreed.

HOSTING RENEWAL CHARGES

- The hosting renewal charge must be received within 30 days of the hosting expiry date. We reserve the right to deactivate any website where the hosting has expired, and the client has not paid the renewal charge. It sets an admin fee for re-activating the website/ hosting.
- You can set up to 4 e-mails free during the first year of hosting. You will be charged 5 pounds each for every extra e-mails you create during this period, and you will be charged for all the e-mails from second year onwards.

Fash Media will start work on a project only after receipt of 80% deposit of the quoted project fee from the Client or otherwise as agreed by Fash Media. The final 20% payment is to be paid upon completion of the work.

- We will not refund the deposit once the work has started after 7 days of commencement of the project.

- If the customer does not respond back to us on a feedback, revision or contact us back within a space of 3 weeks or a 1 month – the deposit will not be refunded.
- If the website is completed and we struggle to collect the balance, the website will only be switch to Live Mode once the Client pays the remaining balance in full.

INTEREST ON LATE COMMERCIAL PAYMENTS

The late payment fee will be levied on the final invoice and should be paid within 30 days from the invoice.

YOUR PRIVACY

We do not share or sell any of your details with any third-party companies without your expressed permission or knowledge. We will only email you or contact you about work-related matters.