

KM Hosting Terms and Conditions

1. Website Designing

Once-off Website Design

- All once-off websites are sold as a package. Free items can't be swapped for another product or service.
- Hosting and domain will remain with KM Hosting for a period of 24 months before it can be transferred to another service provider.
- All once-off packages include free minor website changes i.e. text changes. Other changes will need to be quoted on.
- All new signups have 60 days to produce all the content for the website, thereafter normal website change charges will apply.
- Websites will go live between 2 – 7 days, provided that all the information is received and that not too many changes are requested.
- Client needs to ensure that all content provided is owned by them and that they accept full responsibility if not.

Monthly / Rental Website designs

- All monthly / rental websites are sold as a package. Free items can't be swapped for another product or service.
- Website will remain the property of KM Hosting.
- Hosting and domain access will be restricted to KM Hosting staff and personnel.
- All new email account creations and any changes need to be logged on the KM Hosting ticketing system at this link <http://www.kmhosting.co.za/Support> or via a formal request on email.
- Bronze Package includes 2 hour monthly maintenance / changes
- Silver Package includes 4 hour monthly maintenance / changes
- Gold Package includes 6 hour monthly maintenance / changes
- New page add-ons will need to be quoted on.
- All content will need to be provided by the client.
- Client needs to ensure that all content provided is owned by them and that they accept full responsibility if not.
- First payment will be due on signup and the website will go live between 2 – 7 days, provided that all the information is received and that not too many changes are requested.
- Monthly payments will be due on the 1st of each month or the previous working day, failure to make payment will result in the account been suspended.

- 3 month notice period is to be given within the first 3 months, thereafter a calendar months' notice period will apply.
- A formal email request is to be sent for cancellation.

2. Graphics Design

- A maximum 2 hours per design and 3 changes will apply in the designing phase, there after additional fees will apply.
- A maximum of 6 hours will apply to stationary packs, 3 Logo concepts will be presented with 3 revisions the selected design, and all other artwork will receive 1 concept with 3 revisions per design there after additional fees will apply.
- Once final design is complete, further charges will apply for any amendments.
- On company stationary packs, client will receive a document, with all the fonts, colours and all codes applied.

3. Hosting

- Kindly refer to:
<http://www.kmhosting.co.za/Hosting%20Terms%20of%20Service.pdf>

4. Internet

- Kindly refer to:
<http://www.kmhosting.co.za/ADSL%20Terms%20and%20Conditions.pdf>

5. ICT Support

- All payments are due monthly in advance.
- All support contracts is subject to a 12 month contract.

6. Mobile Apps

- Client to provide full details about the mobile app.

- Any amendments thereafter will be charged to the client.

7. Marketing

- KM Hosting will not be held accountable if any marketing strategies do not work for the client, KM Hosting will try its best to grow and make the marketing work for its clients.
- All marketing products and services payments will be due upfront before any campaigns run
- Monthly payments will be due on the 1st of each month or the previous working day, failure to make payment will result in the campaign being suspended

8. Cancellation and Refunds Policy

- KM Hosting will be entitled to keep a 30% of the amount or deposit paid as a cancellation fee. The following will apply to Web Designing, Graphics Design, IT Support, Mobile Apps and Marketing.
- Any Projects that have already commenced will have a 60% Cancellation Fee. The following will apply to Web Designing, Graphics Design, Mobile Apps and Marketing.