



HOSTING TERMS & CONDITIONS

Clear foundations to build a great business relationship

Introduction

We will always do our best to fulfill your needs and meet your goals, but sometimes it is best to have a few simple things written down so that we both know what is what. In this contract you won't find complicated legal terms or large passages of unreadable text. We have no desire to force you into signing something that you might later regret. We do want what's best for the safety of both parties, now and in the future.

Guarantee

We are very proud of the work we do. We are interested in a long, working relationship with our customers. To help ease any initial worries, we offer the following guarantee. We will keep you informed and up to date of any issues as soon as we become aware with them. We will work on any issue you have and find a solution to that issue.

In Short

You are hiring 07 Heaven Digital Marketing located at 498 Sutton Road, SS2 5PN to host your website and/or domains in the quotes sent and the deposit invoices. The agreed payment plan is at the end of the document.

As our customer, you have the power and ability to enter into this contract on behalf of your company or organisation. You also agree to stick to the payment schedule set out at the end of this contract.

We will endeavor to meet all the deadlines set, but we can't be responsible for a missed launch date or a deadline if you have been late in supplying materials or have not approved on time at any stage.

We will also maintain the confidentiality of any information that you provide.



Technical Information

Emails

In the spirit of true transparency we are able to offer email hosting and management of your email addresses. That said, we highly recommend using Gmail for your emails. Their service and features are growing all the time, which we simply cannot match. We wish for our clients to have the very best service available, which we believe is currently Gmail.

Expert Support

We accept support requests from all of our hosting clients and each request will be investigated. If it is deemed to be an issue that is due to any aspect of our hosting service, it will be rectified as soon as possible. For example, an unresponsive website or links that are not working that had previously.

If the issue after investigation is found to not be down to our hosting service, we will have to charge for our time taken to discover the issue at our usual consultancy rate. We may send a quotation to correct the issue if we are able to help. We offer phone support from 08:30 to 17:30 Monday to Friday.

Backups

We understand that things can go wrong, so understanding your backup requirements and managing the process is vital to your peace of mind. We are able to offer you daily backups (that are kept for 7 days) that as standard for all our clients.

Website Content

All services and content hosted by 07 Heaven Digital Marketing may be used for lawful purposes only. Transmission, storage, or presentation of any information, data or material in violation of any United Kingdom, United States Federal, State or City, or any International laws is prohibited. This includes, but is not limited to:

- Copyrighted material
- Material we judge to be threatening or obscene
- Material protected by trade secret and other statute.

The client agrees to indemnify and hold harmless 07 Heaven Digital Marketing from any claims resulting from use of the service, which damages the subscriber or any other party.

Also prohibited are sites that promote any illegal activity or present content that may be damaging to our servers or any other server on the internet. Links to such materials are also prohibited. Examples of unacceptable content or links:

- Pirated software
- Pornography
- Violations of Copyrights
- Hacker programs or archives
- Warez sites
- Hate propaganda



07 Heaven Digital Marketing will be the sole arbiter as to what constitutes a violation of this provision.



Payments

As a business we know you will appreciate the importance of being paid on time and we have the same need and expectation. We therefore expect that you will honour the payment schedule. Any delay in payment may lead to a loss of your website. You agree to stick tight to the following payment schedule, which will be as follows, but may be revised based on further conversations between us.

Renewal and Payment

Our hosting is renewed annually. The invoice for your hosting will be sent one month prior to the renewal date. If the invoice is not paid in full by the due date (unless notified) then the service will not be renewed, this may result in loss of website data.

If you wish to terminate your hosting at any point, we will require 30 days before termination. Hosting will be invoiced for up to the date of termination. There is a hosting transfer costs and the full balance of all outstanding invoices must be paid before your domain will be released to you.

Payment Schedule

100% of total renewal fee 1 month before domain renewal



Copyrights

You guarantee to us that any elements of text, graphics, photos, designs, trademarks, or other artwork that you provide with your web site files are either owned by your good selves, or that you have permission to use them.

We love to show off our work and share what we have learned with other people, so we also reserve the right to display and link to your completed project as part of our portfolio and to write about the project on web sites, in magazine articles and in books about web design.

But where is all the horrible small print?

Just like a parking ticket, you cannot transfer this contract to anyone else without our permission. This contract stays in place and need not be renewed. If for some reason one part of this contract becomes invalid or unenforceable, the remaining parts of it remain in place.

We have tried to make this contract as simple as possible so both sides know what to expect and how things will work which we hope you appreciate. However the terms and conditions specified are to be regarded in every way as a legal document.