



Wix Report T&Cs

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Online Designs is a trading name of Kwoosh Ltd
Registered address Bellingham House, 2 Huntingdon Street, St Neots, Cambridgeshire, PE19 1BG
Registered in England & Wales. Company Number: 12637442

This contract covers the work completed when you request a Wix report. Any full design projects or ongoing work such as management plans will be subject to a separate contract.

By going ahead with the Wix report, you agree to the following:

- You agree that the only work to be undertaken is the creation of the Wix report. All other work will be quoted for separately.
- You agree that we are not bound to quote for any other work, but may do so. The Wix report is a product in its own right.
- You agree to only communicate via email and not to request phone calls or any other communication methods.
- There are no refunds on the Wix report. If you are unsatisfied with the contents, please contact us.
- We do not change anything on your website or fix any bugs included in this price. If any bugs arise on your website during our time creating your report, this is not our responsibility and we will not be held accountable.
- We will usually create the report within around 3 business days, but in rare cases it may take longer. This is not our core offering and Wix reports are scheduled in around other work.
- If you go ahead with any other work, this is subject to a separate price and agreement.
- The report is a group of suggestions and observations about how we feel you can improve your SEO. **There are no guarantees.** We make it clear that improving your SEO is a long-term goal that requires a lot of work from you. We take no responsibility for perceived lack of results.
- Unless quoted for, it is not our responsibility to check your website fits the legal criteria such as having a privacy policy, although we may make some recommendations.
- You agree to keep us a manager of your website until we sign off the project in Wix Marketplace and to leave us a review as Wix requests.

Cancellation

If at any point during the project you want to cancel, just let us know.

If you have paid but haven't received the report yet: If we haven't begun generating the report, we may be able to refund you. However if any work has taken place, the deposit is forfeit - it is our discretion.

If you are unhappy with our report during the project: Please talk to us and we will find a resolution.

If we feel we need to cancel after you have paid but before the report is generated:

This could be due to feeling we are no longer the right people for your project or feeling like we have personal differences that will stop us being able to work together effectively. If this is the case, we reserve the right to keep your deposit depending on how much work has been done and the reasons for us cancelling.

Legal & Small Print

We cannot guarantee that our work will be error free - we are only human. We cannot be liable to you, or any third parties for damages including lost profits, lost savings, or other incidental, consequential or special damages, even if you've advised us of them. Finally, if any provision of this contract shall be unlawful, void or for any reason unenforceable then that provision shall be deemed severable from this contract and shall not affect the validity and enforceability of any remaining provisions. You cannot transfer this contract to anyone else without our permission. Every project is different, and you cannot assume that we are offering the same service or timescales to other projects and clients. Although this is in place for both of our protections, this contract is serious and is a legal document under jurisdiction of English and Welsh courts.

Agreement

By going ahead with any website repair or re-design work, you acknowledge that you are entering into an agreement on behalf of your business with Kwoosh Ltd and you are legally obliged to follow its terms, as are we.

We look forward to working with you, Kathryn Moir & Shaun Prince of Online Designs (legally Kwoosh Ltd).