



## **e-charm** **Terms & Conditions**

### Computer repairs

#### Prices

##### On site

**£20** an hour or part thereof

##### Off site

Where necessary we will take the computer away to repair for a fixed price of **£50** plus parts if required.

Customer is expected to have all discs relating to their computer, i.e. installation discs / driver discs, if all or some are missing then an additional charge of **£5** per driver will be incurred for the download of. Customer is responsible for backing up any personal files or software they may have stored on the computer.

In the event that the computer is unable to boot the operating system to retrieve personal data then an attempt can be made to recover files at an additional cost of **£30**. No guarantee is made that files will be recovered and **e-charm** will not be responsible for loss of data if a format and re-install of the operating system is needed.

#### Repairs

**Hardware:** replacement of any hardware attached to the computer excluding printers / scanners / digital cameras / webcams / monitors or any other peripheral device.

**Software:** problems including operating system errors, virus, spy-ware, ad-ware, mal-ware removal, dialup and broadband connection problems.

**e-charm** offers entry level tuition for Microsoft Office, Adobe Photoshop, and Macromedia Dreamweaver at a price of **£20** an hour as a home visit.



## Website

Basic website **£200**

Consists of 4 pages, standard template design,  
A choice of 100 designs available.

Customer to supply picture files in standard format e.g. jpg, gif or bmp

If customer cannot supply picture files or cannot supply files in standard format then a charge will be applied for

1. Taking pictures with digital camera / scanning photos..... **£20 an hour**
  2. Converting files from a non standard format to web format e.g. jpg, gif or bmp..... **£20 an hour**
- Text is to be supplied in Microsoft Word format.

Text supplied in printed form which will have to be typed out will incur a charge of **£5** per A4 page  
If the customer does not like the pre-designed template or does not think the pre-designed template suitable, the customer can request a bespoke design starting from **£400**.

Hosting charge is extra and full details can be found on our website at [www.e-charm.co.uk/web-hosting.htm](http://www.e-charm.co.uk/web-hosting.htm)

### **Stages**

**Stage1.** Design of website, where applicable.

Customer agrees with design and layout.

Put supplied files – pictures and text on to website

On agreement and commencement of works all files must be supplied together either on cd or as 1 email with files attached.

Any files produced after that point will be considered as part of stage 2 at a charge of **£15** per page.

On completion of stage 1 where the customer is satisfied all supplied content has been added then commencement of stage 2 will begin after full payment for stage 1.

Any additional pages either with bespoke design or standard template design will also be charged at **£15** per page.

Any changes deemed by **e-charm** to constitute a re-design will be charged at a rate of **£120**

Re-design is considered to be any change to colour of text from light to dark and vice versa, background / logos / headings and any other general layout changes.

Customer will be advised before commencement of works whether the changes are considered to fall under that category.



## Hosting

**£60** per year

To be paid in full on agreement to commence work

A list of features supplied with **e-charm** hosting can be found at [www.e-charm.co.uk](http://www.e-charm.co.uk)

## Search Engine Optimisation

A fee of **£50** will be charged for initial consultation.

Analysing and optimising the website: Pricing varies depending on the size of the site.

**e-charm** charge a minimum of **£150** for analysing and optimising a website up to 10 pages

Websites consisting of more than 10 pages will be charged extra .....

Database driven sites could be considerably more.

A quote will be sent to the customer after initial consultation and agreed before any work is carried out.

On agreement to commence work **e-charm** will require the customer to supply details to access the customer's web site hosting server which requires sensitive information such as username and password. We strongly advise that the customer change their password frequently and should do so after the work has been carried out by **e-charm**.

## Payment

Payment terms of 14 days net. Starting from receipt of invoice.

A late payment charge of 8% plus the BofE base rate applicable at time of receipt of the total amount due will apply after a statutory 30 day period from receipt of invoice unless any additional time has been agreed by **e-charm**.

Failure to pay within 30 days will result in a loss of all services and an additional charge of £50 will be payable plus the balance in full before any services are resumed.

Agreement to start work assumes that you have read and agree to be bound by the terms and conditions laid out in this document, confirmation of any works can be sent by email to:

[sales@e-charm.co.uk](mailto:sales@e-charm.co.uk)

or post to:

**e-charm**

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