

INTEGRATED MARKETING STANDARD TERMS and CONDITIONS

The following standard terms and conditions apply to all clients that have their website hosted by Integrated Marketing (the company):

1. Cancellations

- 1.1 The client reserves the right to cancel their hosting services with the company with the understanding that the cancellation will be accepted if there are no monies due to the company.
- 1.2 The instruction to cancel must be done in writing and be confirmed by the company at least one month before the hosting renewal date.
- 1.3 Cancelling in less than this time will incur the full annual cost of the hosting.
- 1.4 Should the client cancel during the year of the contract, no monies will be refunded by the company.

2. Transferring of website content

- 2.1 Once a cancellation order has been received, the company will charge a fee to assist the new service provider to move the content of the website across. This will be payable by the client before the full transfer goes through (hourly rates apply).

3. Use of Content

- 3.1 To ensure a smooth and legally compliant collaboration, the company is of the understanding that all images, text, and other content the client provides is free from copyright restrictions and does not infringe on any third-party rights. By sharing materials with the company, the client confirms that they either own the rights or have obtained proper authorization to use them. This helps the company to avoid any legal complications related to copyright or plagiarism.

4. Updates to Website

- 4.1 The company will have mandatory updates twice a year for all websites that are hosted with Integrated Marketing.

5. Email accounts and Additional Work on Website

- 5.1 Any work whether it is adding an email to the server, or small changes / additions to a clients website will be free of charge if the work completed takes less than 15minutes.
- 5.2 Should any request take longer than 15minutes, clients will be billed at the company's hourly rate.
- 5.3 The onus is placed on the client to confirm whether there will be any charges from the company before any work is carried out by the company.

6. IT Support

- 6.1 Clients are to note that the company does not offer any IT support.
- 6.2 Xneelo (Server Service Provider) has live online assistance, alternatively clients can email support@xneelo.co.za should they require assistance with their emails.

7. Turnaround Time

- 7.1 Clients are to note that the company has a turnaround time of 24 hours on any emails / queries / actioning of instruction. Urgent and immediate response from the company cannot be guaranteed.