



RedHot Design cc Terms and Conditions

1. Custom Social Media and Website/Webpage Design Terms and Conditions.

1. On acceptance of any quotation from RedHot Design, the indicated deposit becomes payable before ANY work commences.
2. RedHot Design cc reserves the right to accept or reject the order to design a web site or Custom Social Media page/site for whatever reason.
3. Design work on either your website/webpage or Social Media pages will commence once the agreed payment as well as your company/business logo + content has been received.
4. Acceptance and processing of ANY payment via Paypal channel is Non-Refundable.
5. RedHot Design cc adhere to the highest standards of design and code implementation- in this regard we request that all artwork be supplied in the correct electronic format- psd, tiff, hi-resolution png, gif or jpeg as well as Ai, .cdr are acceptable formats, 72 dpi images saved from the internet or cut and paste out of word documents are unacceptable.
6. Please note it is your responsibility to ensure that no copyrights are infringed upon. By submitting content to us you agree that you have the necessary permissions to utilize said work/content/text.
7. The necessary admin rights to be able to work within and install your Social Media Pages must be granted to us as soon as is convenient after payment of your invoice.
8. At the time of completion of your Custom pages, you will be notified by email. Please notify us via return/reply email of any changes to your pages/site WITHIN 3 DAYS from receipt of notification email. Should we receive no reply within the abovementioned period, the page/site is deemed complete.
9. Hosting, Email Signature Design, Logo Design and ALL other services rendered by us will be billed separately and are payable upon receipt of invoice. Failing to pay will result in the suspension of your account and/or non-delivery of ordered work.
10. Changes to you finalized Social Media Pages and/or website/webpage will be billed at the hourly rate applicable at that time and for that specific work.
11. Every care is taken with your data and we perform periodic backups. However, we encourage clients to retain copies of all data as a safety measure.
12. Facebook periodically makes changes to its API which might result in your fan page not displaying or functioning properly. Depending on the type and extent of the changes to your product, we reserve the right to bill you at a reasonable rate at the time of the changes.
13. RedHot Design cc utilizes Jotform <http://www.jotform.com/> for feedback forms. Jotform pricing and terms and conditions apply. The free service currently allows for 100 free form submissions per month. Should your monthly form submissions exceed the limit, a small fee of \$9.95 pm pushing your limit up to 1000 submissions per month.

2. Privacy Statement

RedHot Design cc will never sell, rent, or disclose your personally identifiable information to outside parties without your consent unless compelled by a court of law to do so. We do reserve the right to discuss your requirements with our affiliated professionals. Communication from us will always be relevant to your particular product information you'll receive and periodic updates regarding new developments from RedHot Design cc. We will never disclose your personally identifiable information to third parties.

3. Content Policy

FTP Site Content Policies

We do not allow any of the following content to be published on any of our servers:

- Content of an illegal nature (including copyrighted material).
- Content of a pornographic, sexually explicit, or adult nature.



RedHot Design cc representatives will decide upon content that is questionable regarding any of the aforementioned criteria and material may be removed at our discretion.

Disclaimer Notice

Apart from the provisions of sections 43(5) and 43(6) of the Electronic Communications and Transactions Act, neither RedHot Design cc t/a Facelift nor any of its agents or representatives shall be liable for any damage, loss or liability of whatsoever nature arising from the use or inability to use this web site or the services or content provided from and through this web site. Furthermore, RedHot Design cc t/a Facelift makes no representations or warranties, implied or otherwise, that, amongst others, the content and technology available from this web site are free from errors or omissions or that the service will be 100% uninterrupted and error free. Users are encouraged to report any possible malfunctions and errors by emailing info@redhotdesign.co.za , faxing or calling our office.

All work/items/products remain the property of RedHot Design cc until fully paid for.

RedHot Design will NOT be held responsible for any errors in proofing made by the client. ie. It is the sole responsibility of the client to check proofs for errors. Once work is signed off, it is assumed correct.

RedHot design will NOT be held responsible for copyright infringements. It is the responsibility of the client to ensure that all content supplied to RedHot Design does not contravene any copyrights.

All work undertaken is to be signed off by the client before work commences. All deposits made to RedHot Design are Non-Refundable. RedHot Design accepts no responsibility for damages arising from late delivery of work.

RedHot Design cannot guarantee performance and/or results for SEO or any other work undertaken.

Web design quotations do not include hosting unless otherwise stated on quotes/invoices. RedHot Design utilizes a 3rd party provider/s for hosting. We cannot therefore be held responsible for technical errors/downtime experienced by clients due to hosts. RedHot Design is not responsible for backing up your site, or providing any services outside of web design unless otherwise stated and charged for. (We do however keep backups for a limited time)