



## Terms & Conditions & Privacy Policy

### **Definitions:**

The Client : The company or individual requesting the services of DR Graphics

We : DR Graphics

### **Agreement of service:**

DR Graphics will commence work only when an exact quote has been agreed by the Client and a deposit has been paid. This will be 50% unless agreed otherwise previously. An agreement can be made via email, telephone or post. DR Graphics only carry out work only for clients who are aged 18 years or over. An 'order' is deemed to be a written or verbal contract or agreement between DR Graphics and the client, this includes telephone postal and email agreements.

The remaining balance must be paid in full before websites can be released and published.

Any additions to the brief subsequent to the initial agreement are liable to be charged for. An agreement of cost should outlined by us before we undertake work on the additional items.

Any timeline which is offered or requested is subject to the client submitting any materials required to complete the site to the agreed standard and within any agreed deadline.

DR Graphics reserve the right to refuse to handle in any way, material which may be deemed offensive, illegal or in any way controversial.

### **Website Compatibility:**

DR Graphics will endeavour to ensure that any developed/designed site or application will function correctly on the server it is initially installed in and that it will function correctly when viewed with recent popular web browsing software. We endeavour to comply with the two most recently released versions of Mozilla Firefox, Google Chrome and Microsoft Internet Explorer. DR Graphics can offer no guarantees of correct function with all browser software.

### **Liability:**

DR Graphics will not be liable for costs incurred, compensation or loss of earnings due to the failure to meet agreed deadlines.

DR Graphics will not be liable or become involved in any disputes between the site owner and their clients and cannot be held responsible for any wrongdoing on the part of a site owner.

Whilst every endeavour will be made to ensure that the website and any scripts or programs are free of errors, DR Graphics cannot accept responsibility for any losses incurred due to malfunction of the website or any part of it.

### **Ownership:**

All designs, websites, graphics and associated coding remain the property of DR Graphics until outstanding accounts are paid in full.

### **Copyright:**

DR Graphics cannot take responsibility for any copyright infringements caused by materials submitted by the client or any other copyright infringements of any kind in any design or project. We reserve the right to refuse any material of a copyrighted nature unless adequate proof is given of permission to use such material.

### **Cancellations/Refund Policy:**

If the client decides they no longer require any design work which they requested, but they have commissioned the work and/or paid a deposit, they are still obliged to pay for the work that has been done. Deposits are non-refundable.

#### **Payment of Accounts:**

DR Graphics will commence work only when an exact quote has been agreed by the Client and a deposit has been paid. This will be 50% unless agreed otherwise previously.

Any work produced must be paid for in full before it can be released or published. For design work, this means payment must be complete before work can be released on a disk or to a printing company. For websites, this means payment must be received before websites can be uploaded or published.

Any exceptions to this must be agreed by prior arrangement with DR Graphics.

Once a deposit is paid and work completed you are obliged to pay the balance of payment in full. We will contact clients via email, letter and telephone to remind them of such payments if they are not received when due.

If accounts are not settled or DR Graphics have not been contacted regarding the delay, we may refer to the Small Claims Court to pursue payment, non payment can result in county court judgements (CCJ's) being added to the clients credit rating.

#### **Complaints Procedure:**

Anyone who experiences a problem with their web service provided by DR Graphics should first raise the matter directly to their main contact, clearly outlining the grounds for complaint and how they would like the matter to be resolved.

Should this fail to resolve the matter, a formal complaint should be made in writing to DR Graphics. An initial response to any complaint can be expected within five working days of its receipt, this should outline an explanation of the problem and an explanation of how we intend to resolve the issue.

This Privacy Policy governs the manner in which DR Graphics collects, uses, maintains and discloses information collected from users (each, a "User") of the [www.dr-graphics.co.uk](http://www.dr-graphics.co.uk) website ("Site"). This privacy policy applies to the Site and all products and services offered by DR Graphics.

#### **Personal identification information:**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

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This Privacy Policy governs the manner in which DR Graphics collects, uses, maintains and discloses information collected from users (each, a "User") of the [www.dr-graphics.co.uk](http://www.dr-graphics.co.uk) website ("Site"). This privacy policy applies to the Site and all products and services offered by DR Graphics.

#### **Personal identification information:**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

**Non-personal identification information:**

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

**Web browser cookies:**

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

**How we use collected information:**

DR Graphics collects and uses Users personal information for the following purposes:

- To improve our Site - We continually strive to improve our website offerings based on the information and feedback we receive from you.
- To improve customer service - Your information helps us to more effectively respond to your customer service requests and support needs.
- To send periodic emails - The email address Users provide will only be used to respond to their inquiries, and/or other requests or questions. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

**How we protect your information:**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

**Sharing your personal information:**

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

**Third party websites:**

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

**Changes to this privacy policy:**

DR Graphics has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

**Your acceptance of these terms:**

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

**Contacting us:**

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

DR Graphics

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