



**YOUREEKA HOLDINGS (PTY) LTD t/a Web-Active**  
**TERMS AND CONDITIONS 2016**

**GENERAL TERMS/CONDITIONS – ALL SERVICES**

*Please note that our quote is based on the client spec/brief provided either verbally or in writing. Any changes to the initial brief will be quoted for before work progresses.*

*No work will commence until Web-Active have been provided with everything needed to commence e.g. text, images, content, logo, color scheme etc.*

*Work will be completed in the stages specified herein.*

*All work is done according to schedule. Feedback should be provided to Web-Active within 24 hours to keep the project on track. However, if feedback is delayed by the client, the project will be put on hold and will be rescheduled once the required feedback has been received, this may only happen days or weeks later depending on the production levels of Web-Active and that no other client is being affected by your delays.*

*Once this document has been signed the above mentioned client will be charged 100% of total cost if canceled thereafter. Web-Active may disregard this charge but will be on the sole discretion of Web-Active to do so. All payments need to be paid on time or Web-Active will charge a penalty fee of 14% each month the invoice remains unpaid. Accounts that remain outstanding will be handed over to our legal team at the expense of the client.*

*Please note when canceling any monthly contracts with Web-Active, clients should give three months written notice. No domains or services will be released by Web-Active until all accounts, including the notice period amounts have been paid in full.*

*All work will remain the property of Web-Active until any money outstanding has been settled in full and a sign off agreement has been signed by you the client.*

*Web-Active agree to do everything possible to ensure that all services run smoothly and timorously, at all times protecting the client interests and confidentiality. However, Web-Active will not be held responsible or liable for any damages/downtime incurred for whatsoever reason.*

*Please note that delays can happen due to technical problems and production schedules that may cause your project to be delayed. This Web-Active will do everything in its power to rectify as fast as possible. This serves as your understanding and that you will not hold Web-Active liable for any damages this may cause to you or your company and you take note that delays may happen that is out of your control.*