

Terms & Conditions

Last updated: 3 June 2025

By working with Tiny Fish Web Design, you agree to the terms outlined below.
These are here to protect both of us and ensure a smooth, fair process.

1. Services Provided

I offer custom-designed websites tailored to small businesses, using a consistent layout as a starting point and then customising it to suit your brand and content.

- Website design and development
- Basic search engine optimisation (SEO best practices)
- Domain setup and launch support
- Optional add-ons like social media setup and branding guidance

At this time, I do not offer:

- E-commerce functionality (e.g. shopping carts, payment gateways)
- Ongoing website maintenance or updates (unless agreed separately)
- Email hosting or complex integrations (e.g. booking systems, CRMs)

I reserve the right to decline any project that involves illegal, offensive, or unethical content.

Project files will be retained for up to 30 days after launch unless otherwise agreed.

2. Client Responsibilities

- Provide all written content, images, logos, and any other materials required.
- Ensure you have the legal rights to use all submitted content.
- Respond promptly to messages to avoid project delays.

Delays exceeding 14 days without communication may lead to rescheduling or a restart fee.

3. Revisions & Edits

Your package includes a limited number of revisions (outlined before work begins).
Additional revisions may incur extra fees.

If no feedback is provided within 7 days of a revision being sent, the project may be paused.

4. Timelines

Typical turnaround is 2–4 weeks, depending on complexity of the request, how quickly I receive content and feedback.

Timelines are estimates and not guarantees.



5. Payment Terms

- A 50% deposit is typically required to begin work.
- The remaining balance is due upon completion and before launch.
- Late payments may result in a pause in work.

6. Ownership & Rights

Once full payment is made, you own the final website files.

I may showcase it in my portfolio unless you request otherwise.

Some assets (e.g. fonts, stock images) may be subject to third-party licensing terms. I reserve the right to include a small “Built by Tiny Fish Web Design” credit link in the footer of the final website.

This helps promote my work and services. If you'd prefer this not be included, please let me know before the project is finalised.

7. Disclaimers

- You are responsible for the accuracy and legality of all content provided.
- SEO results are not guaranteed.
- Sites are delivered “as-is” unless a maintenance agreement is made.
- Use of third-party services (e.g. hosting via Netlify, Metricool) is at your own risk.
- You are responsible for legal compliance (e.g. GDPR).

8. Cancellation & Refunds

If you cancel after work has begun, the deposit is non-refundable.

If significant work has been done, a partial fee may still apply.

Either party may cancel with written notice. Work completed to that point will be shared based on payment received.

9. Communication

Email is the primary form of communication.

You'll receive regular updates throughout the project process.

10. Changes to These Terms

Terms may be updated occasionally. Clients actively working with me will be notified of any significant changes.

Continued use of my services means you agree to the latest terms.

11. Limitation of Liability



I am not liable for indirect, incidental, or consequential damages arising from the use
of your website or my services.

You accept full responsibility for how the site is used once launched.

