

Terms and Conditions of Service – OrbiaWeb

1. Commitment

The client confirms that they have provided all the information necessary for the completion of the project. Once the proposal has been accepted and the initial payment has been made, OrbiaWeb undertakes to deliver the agreed services within the established deadlines.

2. Production and delivery times

- The production time begins upon receipt of the initial 50% deposit.
- Any delay in the delivery of content, approvals, or responses from the client may result in a delay in delivery.
- The final deliverables are provided digitally (Google Drive, Dropbox, or other secure link).

3. Revisions

- Each service includes 2 rounds of minor revisions.
- Major changes (new design, complete overhaul) will be subject to an additional quote.
- Revisions must be requested within 7 days of delivery.

4. Payment

- A deposit of 50% is required to begin any project.
- An additional 30% is payable upon approval of the website mockup/design, before multimedia production begins.
- The remaining 20% is payable upon final delivery of the project.
- Once production has begun, no refunds will be given.



5. Cancellation

- If the customer cancels the project after work has begun, the deposit will be retained.
- If OrbiaWeb cancels for an exceptional reason, the deposit will be refunded in full.

6. Copyright and use

- The client holds the commercial and personal rights to use the delivered elements.
- OrbiaWeb reserves the right to use the creations (website, visuals, videos, covers) in its portfolio or communications, unless otherwise requested in writing by the client.

7. Content provided by the customer

- The customer is fully responsible for the legality of the content they provide (text, images, logos, videos).
- OrbiaWeb cannot be held liable for any copyright infringement arising from the customer's files.

8. Commercial results

- OrbiaWeb does not guarantee any sales, visibility, or SEO results, unless specified in a specific written agreement.

9. Confidentiality

- All information shared as part of the project is confidential and will never be sold or shared with third parties without written consent.



10. Website hosting and management (Wix)

- All websites created by OrbiaWeb are built on the Wix.com platform.
- The prices charged by OrbiaWeb do not include Wix-related fees. The client is solely responsible for paying directly to Wix for:
 - Hosting plan,
 - Domain name registration/renewal,
 - Professional email accounts,
 - Wix apps or third-party integrations.
- To simplify the setup, OrbiaWeb may arrange Wix services on behalf of the client during the first year (hosting, domain, email, multilingual apps, etc.) and include these costs in the project invoice. After the first year, all renewals and payments are the full responsibility of the client directly with Wix.
- Wix websites cannot be transferred to another host. If the customer wishes to use another platform (WordPress, Shopify, etc.), a new website will need to be designed separately.

11. Changes after delivery

- Any changes requested after final delivery will be subject to a new quote.

12. Transactions and payments on the website

- If the website includes sales, booking, or payment features, all transactions will be processed by secure third-party platforms such as Wix Payments, Stripe, PayPal, Square, etc.
- The customer is responsible for the creation, management, and security of their payment accounts.
- OrbiaWeb does not have access to the customer's bank details and does not collect or store them.
- Any technical configuration can be carried out via temporary secure access provided by the customer, without the transmission of sensitive information.

