

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.
- The **final balance (50%) is payable upon delivery**.
- 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 project price includes **2 years of professional hosting on Wix** as well as the **configuration of personalized emails** associated with the client's domain name.

After the 2 years included, the client can choose:

Option A – Transfer of management to the customer

The site is transferred to a new Wix account belonging to the customer.


OrbiaWeb provides the username and password for the account used for the initial creation.

The customer then becomes **fully responsible** for management, payment, domain name, and associated services.

Option B – Ongoing management by OrbiaWeb

The client entrusts the ongoing management of the website to OrbiaWeb. An annual renewal fee will apply to cover:

- Wix hosting,
- domain name,
- email accounts,
- basic technical support.

 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.

By accepting a contract or confirming a project, **the customer acknowledges that they have read, understood, and accepted these OrbiaWeb Terms and Conditions of Service.**