

Terms and Conditions

These Terms and Conditions ("Terms") govern the agreement between Design and Innovative IT Services, operated by Katie Hulse, also referred to as "the Consultant" or "we/us," and any individual or entity engaging our services, referred to as "the Client." By engaging with Design & Innovative IT Services, the Client agrees to be bound by these Terms.



1. Introduction

Design & Innovative IT Services provides IT Support & Consultancy, Web Design & Development, and Graphic & Digital Design services. All work is tailored to the Client's individual requirements wherever possible.

- Communication regarding work being undertaken between the Client and Design & Innovative IT Services is to be conducted via email or agreed meetings.
- A 50% non-refundable deposit may be required before work commences. Where applicable, this will be made clear during the initial information-gathering stage and confirmed in writing before any work begins.

2. Payment Terms

Payment terms are bespoke to each project and will be detailed in a written contract, which both parties must sign before work commences.

- Invoices are raised close to the project's completion date and must be signed by both parties prior to that date.
- Payment for completed projects is due within 48 hours of handover to the Client.
- Where required, a deposit equivalent to 50% of the estimated total project cost is payable before commencement of work. This deposit secures our commitment to the project and covers initial expenses.
- Deposits are non-refundable and, where applicable, will be discussed and agreed upon in writing prior to the start of work.
- The remaining balance is due upon project completion, as outlined in the proposal or contract.
- Where payments are not made in accordance with these Terms, DIITS reserves the right to apply sanctions, including suspension of services,

withholding of deliverables, or pursuing recovery through appropriate legal channels.

3. Service Terms

The following outlines the scope of services provided by Design & Innovative IT Services, including deliverables and any limitations or exclusions.

Branding & Graphic Design

- All designs are based upon the Client's initial requirements. Until full payment is received, all work remains the intellectual property of Design & Innovative IT Services.
- Branding services include Logo Design and Social Media assets (profile images and banner/background designs).
- Business cards, leaflets, and poster designs are priced separately and will be quoted on request.

Media & Photography

- Design & Innovative IT Services may source or photograph images required to complete a project where agreed.
- Clients may supply their own images for use in projects.
- Design & Innovative IT Services accepts no responsibility for copyright infringement arising from Client-supplied materials.
- It is the Client's responsibility to ensure all supplied images and assets are licensed for the intended use.

Web Design & Development

- Websites are built using current best practices and standards to ensure security and longevity.
- Website costs are based upon the number of pages: 1–5, 5–10, and 10+ pages, with pricing increasing accordingly. A full quote will be provided before work commences.
- E-commerce solutions are bespoke and priced individually; please contact us for a quotation.

Website Hosting & Maintenance

- Website hosting and basic maintenance is available at £10 per month.
- This includes minor updates and general upkeep of the website.
- Larger updates or significant changes are subject to an additional fee, agreed in writing on a case-by-case basis.

- All hosting-related communication is to be conducted via email.
- A minimum of 14 days' written notice is required should the Client wish to cease hosting services.
- Upon request, Client website files will be provided promptly.
- Hosting payments are to be made via monthly recurring PayPal payment or bank standing order.

IT Support & Consultancy

- IT support may be provided remotely using secure remote access tools where appropriate.
- If the Client is not satisfied with any work carried out, they must notify Design & Innovative IT Services in writing in a timely manner so that the matter can be reviewed and resolved.
- Design & Innovative IT Services will take all reasonable care when accessing Client systems remotely. However, we cannot accept responsibility for issues arising from factors outside our control during or following a remote session.
- Design & Innovative IT Services consultancy advice is based on professional experience and knowledge. Whilst we endeavour to provide accurate and effective guidance, outcomes cannot be guaranteed and Design & Innovative IT Services cannot be held liable where recommendations do not produce the expected results.

4. Intellectual Property

- All work created by Design & Innovative IT Services remains the intellectual property of Design & Innovative IT Services until full payment has been received.
- Upon receipt of full payment, intellectual property rights for bespoke deliverables transfer to the Client, except where third-party assets or licences are involved.
- Design & Innovative IT Services retains the right to display completed work in our portfolio and on social media channels unless the Client has requested otherwise in writing.

5. Legal Terms

- Design & Innovative IT Services holds Professional Indemnity Insurance and Public Liability Insurance, covering both ourselves and our Clients in the course of our work.
- All work undertaken will be treated as confidential, in strict accordance with UK GDPR, the Data Protection Act 2018, and our Privacy Policy, a

copy of which is available on our website.

- Design & Innovative IT Services may require Clients to sign additional legal documents prior to or during a project, including but not limited to non-disclosure agreements, intellectual property agreements, data protection agreements, or non-compete agreements where relevant.
- Clients are encouraged to seek independent legal advice to review any contracts or agreements before signing.

6. Dispute Resolution

- In the event of a dispute arising from the interpretation or enforcement of these Terms, both parties agree to first attempt resolution through amicable negotiation in good faith.
- Where a resolution cannot be reached informally, the matter may be referred to a suitable alternative dispute resolution (ADR) service or, where necessary, pursued through the courts of England and Wales.
- These Terms are governed by the laws of England and Wales.

7. Limitation of Liability

- Design & Innovative IT Services' total liability to the Client in respect of any claim arising out of or in connection with these Terms shall not exceed the total fees paid by the Client for the specific project or service to which the claim relates.
- Design & Innovative IT Services shall not be liable for any indirect, consequential, or loss-of-profit damages arising from the use of our services.

8. Amendments

- These Terms may be updated periodically to reflect changes in our services or legal requirements. The current version will always be available on our website.
- Continued engagement with Design & Innovative IT Services following any update constitutes acceptance of the revised Terms.

By engaging the services of Design & Innovative IT Services, the Client confirms they have read, understood, and agreed to these Terms and Conditions.

Design and Innovative IT Services – South Yorkshire

Last updated: 22/06/2026