

Terms of Business

Version 1.0 · Effective 22 September 2026

These terms apply to all work carried out by Kc Design. Please read them before accepting a quote. Accepting a quote, paying a deposit, or asking us to begin work means you accept these terms.

1. Who we are

Kc Design is a web design and digital marketing business based in Jersey, Channel Islands, operated as a sole trader by Kallum Coates. In these terms, "we", "us" and "our" mean Kc Design, and "you" means the client named on the quote.

You can contact us at kallum.coates@kcdesign.je or on +44 7797 740078.

2. Quotes and starting work

We will give you a written quote setting out what is included, the one-off price, and any recurring charges. A quote is valid for 30 days.

Work begins once you have accepted the quote in writing and paid the deposit. Anything not listed in the quote is not included.

3. Fees and payment

The website fee. A one-off amount agreed in your quote.

Deposit. 50% of the website fee is payable before we begin. This reserves your slot and is non-refundable once work has started.

Balance. The remaining 50% is payable before the website goes live. We will show you the finished site first, so you are never asked to pay for something you have not seen.

Domain name. £35 per year, charged annually, where we register or renew a domain for you.

Backend hosting. £15 per month, where your site includes an admin portal or company dashboard that processes data online. This covers hosting of the backend, the database and its security. If your site has no admin portal, this charge does not apply and the only recurring cost is the domain.

Changes after launch. £35 per hour, quoted in advance for anything substantial.

Invoices are payable within 14 days. We may pause work on overdue accounts. All prices are in pounds sterling.

4. What we need from you

To keep to a timeline we need text, images, logos and any account access from you promptly. Please give feedback within 5 working days at each stage.

If we do not hear from you for 30 days, we may treat the project as paused and invoice for the work completed to that point. Restarting later may require a revised quote.

- You confirm you own, or have permission to use, everything you send us.
- You are responsible for checking the accuracy of your own content before launch.

5. Revisions

Your quote includes two rounds of revisions at the design stage. Further rounds, or changes that alter the agreed scope, are charged at £35 per hour and quoted before we start.

6. Ownership

Once you have paid in full, you own the finished website: its design, its page content, and the images and text you supplied or we produced for you.

We keep ownership of the underlying tools, components, templates and techniques we reuse across projects. Nothing stops us using that general know-how for other clients.

Until you have paid in full, the website remains ours.

Portfolio. We may show your website and name in our portfolio and on our social media. Tell us in writing if you would rather we did not, and we will not.

7. Hosting, domains and renewals

Where we host your site, we will keep it online for as long as the applicable charges are paid. Hosting is provided on a reasonable-endeavours basis; we do not guarantee uninterrupted availability.

If a recurring charge is more than 14 days overdue, we will contact you. If it remains unpaid 14 days after that, we may suspend the site or the admin portal. We will not delete your data for at least 30 days after suspension, so there is time to settle or move.

If you move to another provider, we will help you transfer the domain and hand over your content. Reasonable time spent on a transfer is charged at £35 per hour.

8. Third-party services

Websites we build rely on third-party services such as hosting providers, domain registrars, databases and search engines. We choose these carefully but do not control them and are not responsible for their outages, pricing changes or policy changes.

We cannot guarantee search engine rankings. Search results depend on factors outside anyone's control.

9. Data protection

Where we handle personal information on your behalf, for example enquiries submitted through your website, we act as your data processor and only use that information to provide the service. You remain the data controller for your customers' data.

How we handle personal information as a business is set out in our privacy policy at kcdesign.je/privacy.

10. Confidentiality

We will keep your business information confidential and will not share it with anyone else, except where we are required to by law.

11. Liability

We will carry out our work with reasonable skill and care. If something goes wrong because of us, our total liability is limited to the fees you have paid us for the work concerned.

We are not liable for loss of profit, loss of business, or loss of data caused by events outside our reasonable control. Nothing in these terms limits liability that cannot be limited by law.

Keeping your own backup of any content you send us remains your responsibility.

12. Cancellation

You may cancel at any time by telling us in writing. The deposit is not refundable once work has started, and we will invoice for any work completed beyond it.

We may end an engagement if payment is significantly overdue, if we are asked to do something unlawful, or if the working relationship has broken down. If we do, we will invoice only for work completed.

Recurring services can be cancelled with 30 days' written notice on either side.

13. General

These terms, together with your quote, form the whole agreement between us. If we agree a change, it must be in writing. If any part of these terms turns out to be unenforceable, the rest still applies.

These terms are governed by the law of Jersey, and the courts of Jersey have exclusive jurisdiction.

Questions about any of this? Just ask. We would rather explain a clause than have you sign something you are unsure about.