

Terms of Business

Thank you for choosing Webfold Communications Ltd. Please note our terms as stated below. Our aim is to exceed your expectations. If you have any questions, issues or problems with services you have received whilst using Webfold Communications Ltd, please contact us immediately and we will try and amend them to your satisfaction.

All services by Webfold Communications Ltd ("the vendor") are accepted subject to the following conditions, which shall form part and govern the contract of sale. Acceptance of the services shall be deemed to be acceptance of these conditions of sale. Any term sought to be imposed by a purchaser either in a document or otherwise that conflicts with or adds to these conditions is not accepted. No agent or representative of the vendor has authority to vary these conditions unless accepted in writing by a director of Webfold Communications Ltd, hereinafter referred to as "a director"

1. Our payment terms are 14 days from invoice date. Please ensure that payment will reach our offices within this time scale.
2. If you are unhappy with the services provided by the vendor please ensure that you bring these to their attention immediately, as this will not change the payment date.
3. If you have received an invoice which you believe to be incorrect you must amend the invoice return to us immediately as the invoice date will not change.
4. All overdue accounts will be charged, on a daily basis, commercial interest at 8% above the base rate of Bank of England obtaining at the time.
5. The vendor reserves the right to use a collecting agent to pursue any outstanding monies due on your account, all cost incurred will be transferred to yourselves and a charge of £50.00 will be made for the transfer of account.
6. The vendor agrees to answer calls made to your designated telephone number(s) within the specified hours of 24 hours a day, 7 days a week and will do so within all reasonable expectations, however this cannot be guaranteed.
7. The vendor cannot be held responsible for not answering calls within the specified hours, due to unforeseen circumstances.
8. These terms run in conjunction with the specific terms set out in the service information, welcome letter and any other agreement that is put into force by the vendor.
9. The vendor does not take responsibility for issues or problems that might become apparent with 3rd parties, person or any company communicating with the vendor on behalf of you.
10. Payment may be made by Cheques made payable to "Webfold Communications Ltd", postal order or cash in person between the hours of 9am – 5pm Monday to Friday. Please make an appointment prior to arrival at the offices. Payment can also be made via the vendor's website using all major credit and debit cards.
11. The vendor will make all reasonable effort to inform all clients in the most effective and correct way possible. However the vendor does not take responsibility for incorrect information given to any caller.
12. The vendor reserves the right to alter charges at any time however the vendor will make every effort to ensure that you are aware of any changes, and keep them to a minimum.
13. The vendor reserves the right to terminate this, or any other agreement with you at any time for any reason which the vendor feels necessary to do so.
14. If you wish to terminate this agreement and service, please do so in writing to the vendors main correspondence address and allow at least 14 days for cancellation of service. Any charges that are incurred during this time are due upon termination of the agreement.
15. Any set up fees that the vendor has taken are non refundable. The vendor will refuse any claim made against these monies.
16. This is a legally binding contract; the vendor retains the right to produce this document in a court of law if this proves necessary.
17. The vendor reserves the right to inform the correct authorities of any illegal activity relating to any services provided.