Lee Corp Designs: Terms of Business

Version 2.5, 1 November 2026. Status: Approved by Kingsley (CEO) on Lennox's legal review and approved for publishing by Sterling (delegated by Aaron) on 1 November 2026. Not reviewed by a solicitor. These terms replace version 2.4 for clients who sign on or after the date they are published. Clients who signed on an earlier version stay on that version, including its payment, hosting and download rules (as the version they signed describes). A new version of these terms never applies to an earlier signer unless they choose it by accepting an amendment (clause 1.7). An earlier signer who wants the care plan contents in our Care Plan Service Schedule, or a shop or booking add-on (Schedule S), takes it by an amendment, which names the clauses of these terms it brings in.

What changed from version 2.4: what each care plan includes is now set out in a separate, numbered Care Plan Service Schedule, which adds to both plans at the same prices, including one quick fix a month on Essential care and Google profile and review help on the Care plan (clause 7); we will offer online shops and booking systems as add-ons, as each becomes available (clause 2.4 and Schedule S); our liability limit is now never less than £2,500 a year, and we explain when we restore lost data (clause 12); you confirm you can give us access to your accounts, and you cover us for claims caused by your own materials and instructions (clause 10); you can delete files you uploaded (clause 9.7); and new versions of these terms apply to you only if you agree (clause 14.1). Your payment amounts are unchanged from version 2.4. Care plans are paid monthly only, and if you cancel your card authority you pay within 7 days of each payment's due date, or of our payment request if later (clause 6.4).

Lee Corp Designs is a trading name of **LEECORP LTD**, a company registered in Scotland, company number SC840407. Registered office: 6 Marchmont Mews, Polmont, Falkirk FK2 0GQ. VAT registration number GB 488 5010 72. Telephone 01324 312731. Email aaronlee@leecorp.uk.

> **In short.** You sign your quote in your client account. You pay to start by card: half if you pay once, or your first monthly payment. Your later monthly payments and your care plan are paid by Direct Debit (or by standing order or bank transfer if your bank account needs two people to authorise payments). Sole traders and partnerships can pay monthly with no interest or fees, never more in total than paying once. If you don't approve the design, we refund everything you paid. Care plans (hosting and support) are optional and separate, for every package, and you can add, change or remove one later. Without a care plan we don't host your site: you download it once it is paid for. With a care plan, we host your site and register your domain in your name, and you can download your site once you give notice to end the plan. What each care plan includes is in our Care Plan Service Schedule. We never write, post or pay for reviews, and nobody can promise you a place on Google. Once your site is paid for, it is yours. This box is a summary. The numbered terms below are what count.

1. About this agreement

1.1 **Who we are.** "We", "us" and "our" mean LEECORP LTD, trading as Lee Corp Designs. "You" means the business named on your quote.

1.2 **Businesses only.** We work only with businesses. You enter this agreement for the purposes of your trade, business or profession. The person who signs confirms that they are authorised to sign for the business named on the quote.

1.3 **What the agreement is made of.** Your signed quote (as changed by any amendments, clause 1.7), these terms (including Schedule S if your quote includes a shop or booking add-on), our Care Plan Service Schedule (the version named on your quote or latest amendment, if you have a care plan) and our Data Processing Terms (version 1.1) make up the whole agreement between us. If they conflict, the signed quote comes first, then the Data Processing Terms (on data protection only), then the Care Plan Service Schedule (on what your care plan includes only), then these terms.

1.4 **How the agreement is made.** Your quote is our offer. It is open until the "valid until" date on it. The agreement starts when you sign the quote in your client account (or sign a quote we send you after a call). Before you sign, you can go back and change your package, payment option, care plan or add-ons, and your quote is updated. After you sign, changes are made by amendment (clause 1.7). We confirm your order straight away on screen and by email, and send you the signed quote, these terms, our Care Plan Service Schedule (if you have a care plan), our Data Processing Terms and our Privacy Policy as PDFs. We keep your signed quote in your client account, and you can download it at any time. The agreement is in English.

1.5 **Signing electronically.** You agree to sign electronically, by drawing your signature or typing your name in your client account. An electronic signature is as binding as a handwritten one. When you sign, we record your name, email address, the date and time (UTC), your IP address, your browser details, a fingerprint (SHA-256 hash) of the exact quote you were shown and the versions of these terms and of the Care Plan Service Schedule. We print that record on your signed quote as evidence of your signature.

1.6 **Law.** This agreement is governed by the law of Scotland and the Scottish courts have jurisdiction.

1.7 **Changes after you sign (amendments).** After you sign, the agreement can be changed only by an amendment that both of us agree to. You can make some changes yourself in your client account (for example adding, changing or removing a care plan, clause 7.4): the account shows you the amendment, including what changes, from when, what it costs and what it does not change, and you accept it by ticking the box and typing your full name. That is your electronic signature and it is as binding as a handwritten one. The amendment takes effect when we confirm it on screen, which we do straight away. With it we record the same details as when you signed (clause 1.5), plus a fingerprint of the amendment exactly as shown to you. Each amendment gets its own number and PDF, which we add to the signed record in your client account and email to you. Your signed quote PDF itself is never changed: your agreement is your signed quote as changed by its amendments, in date order. Other changes need an amendment agreed in writing (email is enough). Only a person authorised to sign for your business may accept an amendment.

2. What we make

2.1 A custom-designed website as described in your package:

- **Launch:** up to 6 pages, one round of design changes.
- **Professional:** up to 12 pages, local search set-up, reviews showcase, gallery, privacy-friendly visitor stats and two rounds of design changes. The reviews showcase shows your real overall rating and number of reviews, with a link to all of them; if it shows only some reviews, it says so.
- **Premium:** up to 20 pages, priority build (we aim to show you the finished site within 15 working days of receiving your content), one round of design changes and, if you want it, 3 months of the Care plan free from go-live (clause 7.2).

2.2 We write the words from the details you give us in your client account (or on a call), and use your photos, logo and anything else you supply. You confirm you have the right to let us use what you supply.

2.3 We aim to show you the finished site within 10 working days of receiving your content (15 for Premium). Dates are targets, not guarantees, and depend on you replying.

2.4 **Shops and bookings.** We build online shops and booking systems only as add-ons under Schedule S, and only where the add-on is shown on your quote or on an amendment you accept. Each add-on is available only once we list it as available on our website; until then we cannot add it to a quote. Every package can have a "Book now" button that links to a booking page you already have, at no extra cost. We do not currently offer branded email accounts, directory submissions or photography.

2.5 **Hosting comes with a care plan.** We host your site, put it live on your domain and register a new domain for you only while you have a care plan (Essential care or the Care plan, clause 7). Without a care plan your order is **build only**: we design and build your site, and once you have approved the design and paid for it in full you download it in the format for your platform (clause 9.5) and host it yourself.

2.6 **No promise of rankings or results.** Nobody can guarantee a position on Google or any other search engine, and we do not. Local search set-up, our Google search report and our Google profile work help search engines and customers find accurate information about your business; they are not a promise of any ranking, number of visitors or enquiries. The only result we promise is the 90-day enquiry guarantee in clause 3.6, on its conditions.

3. Paying to start, and our approve-first promise

3.1 **If you pay once:** you pay a **50% deposit when you sign**, and the **50% balance when you approve your design**, before the site goes live.

3.2 **If you pay monthly** (where available, clause 5): you pay your **first monthly payment when you sign**, then one payment a month on the same day of the month (or the last day of a shorter month) until all your payments are made.

3.3 We start work once your first payment has cleared. Nothing is built before then. If your first payment is not made by the end of the 14th day after the day you sign, the agreement ends automatically: neither of us owes the other anything under it, and you can choose your package again for a fresh quote. If a later build payment is not paid when due, we pause work on your site until it is paid (clause 6.6).

3.4 **Approve-first promise.** We show you your design on a private link, with the rounds of changes in your package. If you decide not to approve it, tell us before you approve, in your client account or by email. We will refund **everything you have paid us under this agreement, in full**, within 14 days, to the card or bank account each payment came from, and the agreement ends. You may not then use the design or any part of it.

3.5 **Approving.** You approve your design by pressing **Approve design** in your client account or by telling us in writing. If you do not reply for 60 days after we show you your design, despite two reminders, either of us may end the agreement by email, and we refund what you paid as in clause 3.4.

3.6 **90-day enquiry guarantee.** If your site records no enquiry (a form sent or a tap on the call button) in its first 90 days live, then, if you pay monthly, your next 3 monthly build payments are free (or the ones still to come, if fewer); if you paid once, we refund the equivalent of 3 monthly payments (£237 Launch, £387 Professional, £657 Premium). Conditions: your site is linked from your Google Business Profile, the phone number and email on it are correct, it is hosted by us on a care plan for the whole 90 days, and you have not asked us to take it offline. We check automatically on day 90.

4. Prices

4.1 All prices include VAT at 20%. Your invoices show the net amount and the VAT.

Package	Pay once	Pay monthly: limited companies and LLPs (clause 5.1)	Pay monthly, interest-free: sole traders and partnerships (clause 5.9)
Launch	£799	£79 a month x 12 payments (£948 in total)	£66.58 a month x 12 payments (£798.96 in total)
Professional	£1,399	£129 a month x 12 payments (£1,548 in total)	£116.58 a month x 12 payments (£1,398.96 in total)
Premium	£2,399	£219 a month x 12 payments (£2,628 in total)	£199.91 a month x 12 payments (£2,398.92 in total)

4.2 The standard monthly plan costs more in total than paying once. The interest-free plan never costs more in total than paying once. Your quote shows the monthly payment, the number of payments and the total, and a month-by-month illustration of what you pay for your website and the care plan you choose.

4.3 **Build prices do not include care plans or hosting.** Care plans are optional and separate (clause 7), and hosting comes only with a care plan (clause 2.5), whether you pay once or monthly.

4.4 Extras: extra page **£49** each; extra round of design changes £119. Shop and booking add-ons: the prices in Schedule S (S1). We only add an extra or an add-on if you agree to it in writing first (on your quote, by an amendment, or by email).

4.5 Domains: if you have a care plan, the first year of a new domain ending in .co.uk, .uk, .com, .org, .net, .org.uk or .me.uk is included. Other endings, and every renewal, are charged at what the registrar charges us, with no mark-up (clause 8). Without a care plan we do not register a domain for you.

5. Monthly plans

5.1 **Who can pay monthly.** The standard monthly plan, and flexible plans (clause 5.8), are available if the client named on the quote is a limited company or a limited liability partnership. Sole traders and partnerships, whatever the number of partners, can pay monthly on the interest-free plan (clause 5.9). Other clients (for example clubs and associations) can pay once (clause 3.1).

5.2 **Credit checks.** Monthly plans are subject to basic credit checks. None of them uses a credit reference agency or affects any credit file. (a) **Companies and LLPs.** Before we offer a monthly plan we check the company on the public registers: Companies House (that it is active, how long it has traded, that its accounts are not overdue and its insolvency history) and The Gazette (insolvency and strike-off notices). If the company does not pass, or is too new to have filed accounts, we offer you pay once instead, or, if a director agrees, a person at Lee Corp Designs reviews the application by hand (this may include a search of the public insolvency registers about that director). (b) **Sole traders and partnerships.** With the agreement of the person or partners concerned, a person at Lee Corp Designs (not an automated system) searches the public insolvency registers for Scotland, England and Wales and Northern Ireland and The Gazette, and decides within 1 working day (3 working days for a partnership, because we tell the other partners first). You can ask us for a person to review any result, add information or challenge it, and you can always pay once instead. Our Privacy Policy explains how we use the information.

5.3 **Hosting and care while you pay.** A care plan is optional when you pay monthly, as it is when you pay once (clause 7). With a care plan, we put your site live and host it while the plan lasts. **Without a care plan we do not host your site at any time:** it is not put live, and you can download it only once it is yours, which on a monthly plan is after your last payment or when you buy it out (clause 5.5). Care plan payments start at go-live and are separate payments from your build payments, usually on a different day of the month. Both are paid by Direct Debit (clause 6.7).

5.4 **Minimum term.** The minimum term is **3 monthly payments** (6 on a flexible plan). After that you can cancel at any time with **30 days' notice**, by email or in your client account.

5.5 **When the site is yours.** The site is yours after **12 monthly payments** (or the number of payments on your flexible plan). You can also buy it out at any time: on the standard monthly plan, for the pay-once price less the monthly build payments you have made; on the interest-free plan, for the payments still to come; on a flexible plan, as clause 5.8 says.

5.6 **If you stop before the site is yours.** If you cancel before the site is yours and do not buy it out, the site comes down at the end of your notice (if it is live), and you cannot download it. You keep your domain, your logo and photos and the words you supplied. Our design and code stay with us and are never reused with your content (clause 9.6). Payments already made are not refunded, except under the approve-first promise (clause 3.4).

5.7 **Missed payments.** Clause 6.6 applies. While a build payment is unpaid we pause work on your site, and we start again once it is paid, at no charge. Missing a payment, and pausing work, do not move your payment dates.

5.8 **Flexible payment plans.** If you ask for a lower monthly payment, we may agree a flexible plan instead of the standard monthly plan. A flexible plan has a lower monthly payment, a **6-month minimum term** (then 30 days' notice) and needs **more payments before the site is yours**, so it costs more in total than the standard monthly plan. Your quote shows the monthly payment, the number of payments and the total. Current plans (prices include VAT): Launch £69 x 14 payments (£966) or £59 x 17 (£1,003); Professional £109 x 15 (£1,635) or £99 x 17 (£1,683); Premium £189 x 14 (£2,646) or £169 x 16 (£2,704). You can buy out a flexible plan at any time for the pay-once price plus the plan's extra cost over the standard monthly plan, less the payments you have made. Everything else in clause 5 applies to flexible plans. Flexible plans are not available on the interest-free plan.

5.9 **Interest-free monthly plan (sole traders and partnerships).** (a) You pay the price in the table in clause 4.1 in **12 equal monthly payments**: the first when you sign, then one a month on the same day of the month as the day you signed (or the last day of a shorter month). Your last payment is due 11 months after you sign. The 12 payments together never come to more than the pay-once price. (b) There is **no interest, fee or charge of any kind** for paying monthly, for paying late, for a failed payment, for restarting paused work or for buying out early. The Late Payment of Commercial Debts (Interest) Act 1998 does not apply to this plan. (c) We do not change your payment dates or add payments. If you want to pay off the plan early, you can buy it out (clause 5.5). (d) Care plans are optional and cost the same, and hosting follows the same rule, as when you pay once (clauses 2.5 and 7). Adding, changing or removing a care plan, and the way each payment is made (Direct Debit, card, standing order or bank transfer), never changes the number, amounts or dates of your build payments. We never charge you for setting up, using or not being able to use a Direct Debit. Clauses 5.2 to 5.7 and 6 apply. (e) This plan is interest-free credit that is exempt from consumer credit regulation. It is not regulated by the Financial Conduct Authority.

6. Paying: card, Direct Debit and payment authority

6.1 **How you pay.** (a) **By card:** your deposit and your balance if you pay once (clause 3.1); your first monthly payment if you pay monthly (clause 3.2); and any extra, renewal or domain charge you agree to in writing. Card payments go through our payment provider, Stripe. Your card details go straight to Stripe. We never see or store your full card number. (b) **By Direct Debit:** your monthly build payments after the first one, and your care plan payments (Essential care or the Care plan), whether you pay once or monthly (clause 6.7). (c) **By standing order or bank transfer:** only as clause 6.4 or 6.7(h) says.

6.2 **Saved card and continuous payment authority.** When you make your first payment, you authorise us to save your card with Stripe and to take from it, when each falls due: the balance on approval (pay once), and any extra, renewal or domain charge you have agreed to in writing. You also authorise us to take a monthly build payment or a care plan payment from it, but only as clause 6.7(e) allows: when the payment falls due before your Direct Debit is working, or when a Direct Debit payment fails or your Direct Debit is cancelled. This is a continuous payment authority.

6.3 We email you a receipt for every payment. We email you at least 7 days before any payment that is not on your schedule or is a different amount from the one on your schedule.

6.4 You can cancel the authority at any time by emailing aaronlee@leecorp.uk or through your card issuer. Cancelling the authority does not end the agreement or the payments you owe under it; you then pay each amount that would have been taken from your card within 7 days of its due date, or of our payment request if later, by bank transfer or another way we agree.

6.5 If your card expires or a payment fails, you can pay the missed payment with a new card in your client account, which then replaces your saved card; or call or email us.

6.6 **If a payment fails** (by card or Direct Debit, or a standing order or bank transfer does not reach us) we retry it, or ask you for it, within 7 days and tell you. If it is a build payment, we pause work on your site until it is paid. If a payment is still unpaid 14 days after it was due, we may, after telling you, take the site offline until it is paid. If it is unpaid for 30 days we may end the agreement (clause 13). Except on the interest-free plan (clause 5.9), we may claim interest and compensation on late payments under the Late Payment of Commercial Debts (Interest) Act 1998. We never charge you a fee for a failed payment.

6.7 **Direct Debit (monthly build payments and care plans).** (a) **Required.** Your monthly build payments after the first one, and your care plan payments, are paid by Bacs Direct Debit. You set up your Direct Debit in your client account when we ask you to: for your build payments, no later than when you approve your design; for a care plan, before your site goes live, or when you add a care plan after go-live. You may set up one Direct Debit for your build payments and another for your care plan. We put your site live, and start your care plan, only once your Direct Debit for the care plan is set up or you have arranged to pay under clause 6.7(h). If you have not set up a Direct Debit for your build payments when we ask, we remind you, and until you do, clause 6.7(e)(i) applies. Not having a Direct Debit never changes your payments or costs you anything. (b) **Who collects it.** Direct Debits are collected for us by our payment provider, Stripe, through the Bacs Direct Debit scheme. Stripe confirms your Direct Debit by email within 3 working days and emails you at least 2 working days before each payment, with the amount and date. Payments show on your bank statement under the name Stripe, with your Direct Debit reference. You are protected by the Direct Debit Guarantee. (c) **What it covers.** Each Direct Debit covers only the payments it is set up for: your remaining monthly build payments, in the amounts and on the dates in your signed quote; or your care plan payments, at the price and on the dates of your plan (as changed by an amendment, clause 7.4, or a price change, clause 14.2). It covers nothing else unless you agree in your

client account or in writing. Paying by Direct Debit does not change the number, amounts or dates of your payments. Each payment is taken on its due date or, if that is not a working day, the next working day; we never take it earlier. If a payment is due within 7 working days of setting up your Direct Debit, we take that one from your card as usual and your Direct Debit starts with the one after; your client account shows which. (d) **Notice of changes.** We give you at least 7 days' notice by email of any payment that is not on your schedule or is a different amount (clause 6.3). This is longer than the notice the Direct Debit Guarantee requires. (e) **Your card is the fallback only.** We take a monthly build payment or a care plan payment from your saved card only: (i) if it falls due before your Direct Debit for it is set up and working (including a payment due within 7 working days of setting it up, clause 6.7(c)): on its due date, as set out in your signed quote; or (ii) if a Direct Debit payment fails or your Direct Debit is cancelled: after telling you the amount and date at least 3 working days before. We never take the same payment twice: if a payment reaches us both ways by mistake, we refund one within 3 working days. (f) **Cancelling.** You can cancel a Direct Debit at any time through your bank (please tell us too). Cancelling it does not end the agreement or the payments you owe. Please set up a new Direct Debit in your client account; until you do, we take the payments from your card under clause 6.7(e)(ii), or you pay as clause 6.4 or 6.7(h) says. (g) **Refunds under the Guarantee.** If your bank refunds a Direct Debit payment to you under the Direct Debit Guarantee, and the payment was not taken in error, the amount is still owed and clause 6.6 applies to it. We do not take that amount from your card without first contacting you. (h) **If you cannot set up a Direct Debit online.** You can set up a Direct Debit online only if you are the account holder and the only person needed to authorise payments from the account. If your business bank account needs more than one person to authorise payments, or does not accept Direct Debits, tell us in your client account or by email. You then pay those payments by standing order or by bank transfer, so that each one reaches our bank account on its due date, using the reference we give you; for care plan payments we also email you an invoice before each one is due. The amounts and dates do not change, and there is no extra charge. Our bank details are in your client account and on our invoices. We never change them by email: if you get an email saying they have changed, call us on 01324 312731 before you pay. If a payment has not reached us by its due date, clause 6.6 applies, and we may take it from your saved card after telling you the amount and date at least 3 working days before.

7. Care plans and hosting

7.1 **Care plans are optional, for every package and both payment options.** On your quote you tick **Essential care (£29 a month)** or the **Care plan (£59 a month)**, or neither (build only, clause 2.5). Your choice is shown on your signed quote, and your plan starts when your site goes live. You can add, change or remove a care plan later (clause 7.4). Exactly what each plan includes, and the rules for its allowances, are in our **Care Plan Service Schedule**. Each version of the Schedule has a number, and your quote (or your latest care plan amendment) names the version that applies to you. Clause 7.3 is a summary of it.

7.2 **Premium: optional 3 months of the Care plan free.** With Premium you can choose to have the Care plan free for the first 3 months from go-live. If you do, you also choose on your quote what follows from the 4th month after go-live: carry on with the Care plan (£59 a month), switch to Essential care (£29 a month), or no care plan. At least 14 days before the free months end we remind you, and you can change that choice by telling us before they end. If you choose no care plan after the free months, that choice counts as your notice to end the plan, so your download opens as clause 9.5 says. If you do not take the free months, you can choose Essential care (paid from go-live) or no care plan.

7.3 **What each choice gives you:**

- **No care plan (build only):** we do not host your site, put it live or register a domain for you. Once you have approved the design and the site is paid for in full (pay once: when you pay the balance; monthly: after your last payment, or when you buy it out), you download it from your client account in the format for your platform (clause 9.5) and host it yourself. Your download stays available for at least 12 months after the site is yours. We do not back up, monitor or change your site.
- **Essential care: £29 a month:** hosting, HTTPS, nightly encrypted backups, security and uptime monitoring and **one quick fix a month** of up to 15 minutes, with uptime and visitor numbers in your client account; and, being added, backup proof in your client account, a site health card, a monthly test of your contact form, a log of the work we do and a review kit. Bigger changes are quoted before we start.
- **Care plan: £59 a month:** Essential, plus up to 1 hour of changes a month (unused time does not roll over), fuller numbers in your client account (visits, taps on Call, form enquiries, top pages and the trend against last month), a monthly report, a Google search report, a Google Business Profile check, draft replies to your Google reviews for you to approve, one Google post a month, 4 seasonal banner changes a year, a quarterly local check and, if you have a shop or booking add-on, a monthly check of it. We aim to complete changes within 2 working days.

Some items need things only you can give us (for example manager access to your Google Business Profile), and some are marked in the Schedule as being added; the Schedule explains both.

With Essential care or the Care plan we host your site for you, so you do not download it while the plan runs. Your download opens once you give notice to end the plan, and stays open for at least 12 months after it ends (clause 9.5).

7.4 **Payments, and adding, changing or removing a care plan.** (a) Care plan payments start at go-live (for Premium with the free months, when they end) and are taken monthly on that date by Direct Debit (clause 6.7), or from your saved card or by standing order or bank transfer only as clause 6.7(e) and (h) allow. When your care plan ends we take no more care plan payments, and you can cancel its Direct Debit after the last one. (b) You can add, change or remove a care plan at any time in your client account, by accepting an amendment (clause 1.7), or by email. If you add a care plan and do not yet have a Direct Debit for one, you set it up in your client account (clause 6.7(a)). (c) **Before your site goes live**, a change takes effect straight away, and nothing is payable for a care plan until go-live. If you remove your care plan, the Domain and Go live steps close and your order becomes build only (clause 7.3): you download your site once it is paid for in full (clause 9.5). A domain we have already registered for you stays yours, and its first year stays included. (d) **After your site goes live:** adding a care plan, or moving from Essential care to the Care plan, takes effect straight away, and the new price applies from your next care plan payment. Removing a care plan, or moving from the Care plan to Essential care, takes effect **30 days** after you accept the amendment (your notice period), and you pay for the plan until then. If you remove a care plan during Premium's free months, the free months end when the change takes effect, nothing is payable, and they cannot be restarted. (e) **When a care plan ends after go-live** we stop hosting your site at the end of the notice period, and the site goes offline. Your download opens as soon as you give notice (clause 9.5). If the site is yours, you can download it straight away, so you can move it to a new host before it goes offline; it stays available for at least 12 months after the plan ends. If you pay monthly and the site is not yet yours, your build payments carry on as before, and you can download the site once it is yours (after your last payment, or by buying it out). Your domain stays yours (clause 8.4). The 90-day enquiry guarantee (clause 3.6) ends if your care plan ends within the first 90 days. (f) An amendment to your care plan never changes your website price, or the number, amounts or dates of your build payments.

7.5 Send changes through your client account, by email to designs@lee-corp-ltd.odoo.com or through the form on your site. Your allowance (the quick fix on Essential care, the hour of changes and the banner changes on the Care plan) works as the Care Plan Service Schedule says. Work beyond your allowance is quoted before we start. Nothing extra is charged without your written agreement.

7.6 **Your client account.** You sign in with your email and a password you choose (at least 10 characters). Keep it private and tell us straight away if you think someone else knows it. We store only a secure one-way hash of your password, never the password itself, and we will never ask you for it. If you forget it, we email you a single-use reset link. You are responsible for what is done in your account by people you let use it.

7.7 **Shops and bookings need a care plan while we host your site.** If your site includes a shop or booking add-on (Schedule S), you keep a care plan (Essential care at least; we recommend the Care plan for shops) for as long as we host your site. This is the same rule as for every site we host (clause 2.5). If your care plan ends, Schedule S10 applies.

8. Your domain

8.1 **When we register it.** If you have a care plan and need a new domain, we register it **in the name of the business on your quote** (for a sole trader, your own name, with your trading name if you have one), so that you are the registrant, the legal holder of the domain, and it is yours, not ours. We do this at the Domain step in your client account, after your first payment has cleared and you have confirmed the name; we never register a domain before then. The first year is included for the endings listed in clause 4.5; for other endings we charge you what the registrar charges us, with no mark-up, and your quote shows the estimate.

8.2 If you already have a domain, you stay its holder. We only need it pointed at your new site.

8.3 **How we register it.** We register and manage your domain for you through our account with our registrar, Cloudflare Registrar. You authorise us to accept, on your behalf, the registrar's domain registration agreement and the rules of the registry for your domain's ending (for .uk endings, Nominet's terms), which bind you as the registrant; we give you links to them at the Domain step. To register the domain we pass your registrant details to the registrar, which passes them to the registry (see our Privacy Policy). You must give us accurate details and tell us within 7 days if they change. The registrar or registry may email you to confirm your details: please reply when asked, as a domain whose details are not confirmed can be suspended.

8.4 **Renewals.** We renew your domain before it expires each year while it is in our account, and charge you what the registrar charges us, with no mark-up, from your saved card or as you otherwise agree (clause 6.2). We remind you at least 30 days before we take each renewal payment, and you can tell us not to renew. If you have told us not to renew, or a renewal payment fails and is not paid when we ask, the domain may expire and could be lost; we are not responsible for that. This clause carries on if your care plan or this agreement ends, until the domain moves out of our account.

8.5 **Taking your domain with you.** You can move your domain to another registrar, or to your own registrar account, at any time, and we give you the transfer code (or, for .uk endings, change the transfer tag as you ask) within 2 working days of your request, even if you owe us money. The registrar's rules do not allow a newly registered domain to move to another registrar for its first 60 days. While your domain is in our account it must use the registrar's name servers, and we make any change to its settings (for example pointing it to a new host) within 2 working days of your request, at no charge.

8.6 We never register a domain in our own name for you, and we never keep your domain because of a dispute or an unpaid amount.

9. Who owns what

9.1 **Your materials.** You keep all rights in your business name, logo, photos, words, brand, data and domain ("your materials"). You give us a non-exclusive licence to use your materials to design, build, host and support your site, and to make your free preview. You confirm you have the right to give us that licence.

9.2 **Our materials.** We own (or have licences for) our design system, templates, layouts, components, code, tools, methods and know-how, and the stock photos and fonts we license ("our materials").

9.3 **Your site before it is paid for.** The design and code of the site we make for you ("the site") belong to us until the site is paid for in full. Until then, we give you a non-exclusive, non-transferable licence to have the site shown on your domain, hosted by us while you have a care plan, for your business, for as long as you keep to this agreement. That licence ends if the agreement ends before the site is paid for.

9.4 **When the site is paid for in full** (pay-once balance paid; all monthly payments made; flexible plan completed; or bought out): (a) we transfer to you the copyright in everything we made only for your site: the words we wrote for you, any graphics made only for you, and the content of your pages; (b) we give you a permanent, worldwide, royalty-free licence to use, copy, change and host the site anywhere, including our materials as built into it, and to transfer that licence with your business; and (c) we confirm (a) and (b) in a signed ownership confirmation in your client account. Stock photos stay under the licence we bought them on. We tell you which photos are stock, and you may keep using them on your site.

9.5 **Taking your site with you.** (a) **When you can download it.** You can download your site from your client account once it is finished and paid for in full (clause 9.4) and either:

- you have no care plan (build only, clause 7.3); or
- you have a care plan and you have given notice to end it (in your client account or by email, clause 7.4), or it is due to end or has ended for any other reason, including if we end it or this agreement. Choosing no care plan after Premium's free months counts as notice (clause 7.2).

While a care plan runs and no notice has been given, we host your site for you, so there is no download. (b) **How long it stays available.** Once your download is open, it stays available until your site goes offline and for at least 12 months after the later of the date the site became yours and the date your care plan ended (if you had one). If you withdraw your notice and keep your care plan, the download closes again until you next give notice. Any copy you have already downloaded stays yours to use under clause 9.4. (c) **Never held back.** Once your site is paid for in full, we never hold back your download because of an unpaid care plan payment, renewal or other charge, or because of a dispute. (d) **Your own materials.** Your materials (clause 9.1) stay yours. You can ask us for a copy of the files you supplied (for example your logo and photos) at any time, whether or not you have a care plan and whether or not the site is paid for. (e) **What you get.** You download the site in the format for the platform you use: the complete static website for any host with file upload; a WordPress theme and pages file; or, for builders that cannot import code (such as Wix, Squarespace and GoDaddy's Website Builder), a content pack with every word, image and setting and a step-by-step rebuild guide. Those builders cannot reproduce a custom design exactly; we say so in your client account before you choose. Our contact-form, enquiry-inbox and visitor-count services stay with us and are removed from the download. Shop and booking pages are included as built; the platform accounts behind them are already yours (Schedule S10).

9.6 **What we will not do.** We will not reuse your site's design with your content or branding, or make a copy of your site for anyone else. We may reuse our materials and our general skills. We may show your live site in our portfolio unless you ask us not to.

9.7 **Deleting your materials.** You can delete files you uploaded in your client account. If you delete something before your site is built, we cannot use it, and the timings in clause 2.3 may move. Deleting a file does not take it off your live site; ask us and we remove it, free of charge, within one month (our Privacy Policy, section 7, explains what happens to copies). Once you delete a file, or ask us to remove it, our licence to use it (clause 9.1) ends, except for copies we must keep by law or to deal with a legal claim.

10. Your content, your accounts and your instructions

10.1 **Your content.** You must not ask us to publish anything unlawful, misleading or that infringes someone else's rights. We may refuse or remove such content. You are responsible for the accuracy of your own business claims (for example prices, offers, qualifications, opening hours and what your products or services do).

10.2 **Your authority.** You confirm that the business named on your quote is entitled to give us access to, and instructions about, every account you ask us to work on for you (for example your domain, Google Business Profile, Google Search Console, social media pages and payment, shop or booking accounts), and that the people who give us instructions in your client account or by email are allowed to do so for your business. You give us access through the account's own staff, manager or partner access wherever it offers one, never by sharing your password. You can remove our access at any time; if you do, we cannot carry on the work that needs it, and that is not a breach by us.

10.3 **We publish only what you approve.** We publish changes to your site, Google posts and replies to reviews only once you have approved them in your client account or in writing. A change you ask for in writing (for example new opening hours) counts as your approval of that change. We may make urgent security fixes without asking first, and we tell you afterwards.

10.4 **Claims caused by you.** You will pay us back for any loss, damages and reasonable costs (including reasonable legal costs) we have to pay because someone else makes a claim against us that arises from:

- (a) materials you supplied, or content, claims or offers you gave us or approved, being unlawful, misleading or infringing that person's rights;
- (b) access or instructions you gave us about an account you were not entitled to give (clause 10.2); or
- (c) your products, services, prices, sales, bookings or policies, including your dealings with your customers (Schedule S2).

This does not apply to the extent the claim is caused by our breach of this agreement or our negligence, or by something we added without your instructions. If a claim is made, we tell you promptly, take reasonable steps to keep the loss down, do not settle it without your agreement (which you will not unreasonably refuse), and let you take over the defence of the claim at your own cost if you ask.

10.5 **Claims about our materials.** If someone claims that our materials (clause 9.2) in your site infringe their rights, we deal with the claim at our own cost and replace the material with something that does not infringe, and clause 12 applies to any other loss.

11. Data protection

11.1 We are the controller of the personal data you give us as a client, as described in our Privacy Policy.

11.2 For enquiries sent through your website, for any order or booking data we store or can see (Schedule S6), and for Google reviews when we draft or post replies for you, **you are the controller and we are your processor**. Our Data Processing Terms (version 1.1) form part of this agreement and apply to that data.

12. Liability

12.1 Nothing in this agreement limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law.

12.2 **Our limit.** Otherwise, our total liability to you under or in connection with this agreement in each 12-month period (the first starting on the date you sign) is limited to the greater of: (a) the total you paid and owed us under this agreement in that period; and (b) **£2,500**.

12.3 **What the limit does not reduce.** The limit does not reduce any refund or credit we have promised in this agreement (for example clauses 3.4, 3.5, 3.6 and 6.7(e) and the Care Plan Service Schedule), or the return of money you paid us that you did not owe.

12.4 **Losses we are not liable for.** We are not liable for:

- (a) loss of profit, revenue, sales, bookings, business, goodwill or expected savings;
- (b) losses caused by a service run by someone else that we do not control (for example an outage at our hosting provider, or at Google, a payment provider or a shop or booking platform), unless we caused it or did not take reasonable steps to avoid or reduce it;
- (c) losses caused by materials, content or instructions you supplied or approved; or
- (d) loss of data, except that if data we hold for you on a care plan is lost, we restore it from our latest backup at no charge, and if it is lost because we did not take the backups your care plan includes, clause 12.2 applies to your other loss.

12.5 **Putting things right.** If something we built or did for you does not match what we agreed, tell us, and we put it right free of charge as soon as we reasonably can. This does not take away your other rights, within the limit in clause 12.2.

13. Ending the agreement

13.1 Either of us may end the agreement straight away by written notice if the other seriously breaches it and does not put the breach right within 14 days of being asked. We may end it if a payment is unpaid for 30 days (clause 6.6) or if you become insolvent.

13.2 If the agreement ends before the site is paid for in full, clause 5.6 applies (the site comes down if it is live; you keep your materials and domain, and clauses 8.4 to 8.6 carry on until your domain moves out of our account). Amounts already due stay payable.

14. Changes to these terms and prices

14.1 **New versions of these terms.** We may publish new versions of these terms for new clients. A new version does not change your agreement: you stay on the version you signed unless you choose to move to a new one by accepting an amendment (clause 1.7). The only changes we can make without an amendment are:

- (a) care plan prices, under clause 14.2;
- (b) changes to the Care Plan Service Schedule that its clause CP11 allows;
- (c) new or replaced sub-processors, under clause 5 of our Data Processing Terms; and
- (d) a change the law or a regulator requires, which we tell you about by email at least 30 days before it takes effect (or as early as we can, if the law gives us less time). If it puts you at a disadvantage, you may end your care plan, or this agreement if your site is not yet paid for, without the minimum term or notice period applying, before the change takes effect.

14.2 Your build price, and the price of any add-on, is fixed by your signed quote or amendment. We may change care plan prices with 30 days' notice; you may end your care plan, or switch to the other one, before the change takes effect.

15. Complaints and contacting us

If you are unhappy, tell us by email at aaronlee@leecorp.uk, by phone on 01324 312731 or by post to the address at the top. We reply within 5 working days and try to put things right quickly. Notices under this agreement may be given by email to the address on your quote (yours) or to aaronlee@leecorp.uk (ours).

16. General

16.1 We may use trusted suppliers and subcontractors to help us; we remain responsible for their work.

16.2 Neither of us is responsible for delays caused by events outside our reasonable control.

16.3 Nobody else has rights under this agreement (including under the Contract (Third Party Rights) (Scotland) Act 2017).

16.4 If any part of this agreement is found unenforceable, the rest still applies.

16.5 If we do not enforce a right straight away, we can still enforce it later.

Schedule S: Online shops and booking systems

This Schedule applies only if your quote, or an amendment you accept, includes a shop or booking add-on. The rest of these terms apply as well; if they conflict on a shop or booking point, this Schedule wins.

S1 **What we build, and prices.** Prices include VAT. We offer an add-on only when it is shown on your quote or amendment.

- **Booking link** (you already have a booking page, for example on Fresha, Booksy or Square): a "Book now" button on every page and a booking policy section. Free with every package.
- **Book Online: £249.** We set up a booking tool on an account in your business's name (up to 10 services and 3 staff), brand it, add it to your site, write your deposit and cancellation policy page from our template, make a test booking and give you a 20-minute video handover.

- **Shop Starter: £399.** Up to 20 products or gift vouchers with product descriptions written by us, a checkout in your own Stripe account (Stripe Payment Links), order confirmations, shop terms and a cancellation form from our starter templates, a delivery or collection page, prices shown with or without VAT as you choose, and a test order.
- **Shop Plus: £899.** A Shopify shop on your own Shopify account, styled to match your site, with up to 100 products loaded from your spreadsheet and photos, shipping and VAT set up, policies from our templates, your domain connected, a test order and a 30-minute handover.
- **10 extra products: £49.**

How you pay: if you buy an add-on with your website, its price is added to your website price and paid in the same way (clauses 3 and 5). Limited companies and LLPs paying monthly can instead pay Book Online at £24 a month x 12 payments (£288 in total), Shop Starter at £39 a month x 12 payments (£468 in total) or Shop Plus at £89 a month x 12 payments (£1,068 in total), with the same dates and rules as their monthly build payments. On the interest-free plan (clause 5.9) the add-on's price is shared equally across your 12 payments (rounded down to the penny), at no extra cost. If you add an add-on later by amendment, you pay half when you accept the amendment and half when you approve it (S7), or, for limited companies and LLPs, monthly as above from the date of the amendment. If you decide not to approve an add-on bought by amendment, we refund what you paid for it, as clause 3.4 does for your website.

S2 **You are the seller.** Every sale or booking through your site is a contract between you and your customer. You set your prices, products, stock, delivery, booking rules, deposits, cancellation and refund policy, and VAT. You are responsible to your customers and for meeting the law that applies to your sales, including the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (information before the order, the 14-day cancellation right and its exceptions, and order confirmation), the Consumer Rights Act 2015 and the rules on showing prices. Deposits and no-show or late-cancellation fees must be fair and in proportion to your real loss, and shown to your customers before they book. We build the pages and order steps to show the information you give us, including a way to correct mistakes before ordering and an order confirmation. We can give you starter templates (terms of sale, a cancellation form, a booking and deposit policy, a privacy notice). They are not legal advice: you check and adapt them, they become your documents, and you are responsible for them. If your business is regulated, your own solicitor should check them.

S3 **Payments.** You open the payment account directly with the provider, in your business's name, and accept its terms. Your customers pay you through that provider. **We never receive, hold or pass on your customers' money**, and we are not a payment service provider. We never see or store card details: the checkout uses the provider's secure payment pages or fields. You are responsible for meeting the card-security (PCI DSS) checks your provider asks of you, and for refunds, chargebacks, disputes, fraud and any holds the provider places on your account.

S4 **Platforms.** Platform plans, fees and card fees are set by the platform, paid by you directly and not part of our price unless your quote says so; your quote lists them separately. The platform may change its fees, features or terms, or suspend an account, and we do not control that. If a platform change stops something we built from working, we fix it within your care plan allowance or quote the work first.

S5 **Access.** You give us access through the platform's staff, collaborator or partner access, never your password, and you can remove it at any time (clause 10.2). We use it only to build and support your shop or bookings on your instructions. We never hold your payment account's secret keys.

S6 **Your customers' data.** You are the controller of your customers' order and booking data. Where we store it or can see it, we are your processor and our Data Processing Terms (version 1.1) apply. We do not build booking or order forms that ask for health or other special category information unless we have agreed it with you in writing first, and you have confirmed your lawful basis and, where needed, carried out a data protection impact assessment.

S7 **Testing and approval.** Before your shop or booking system goes live we test it using the platform's test mode (never a real card), and you place at least one test order or booking, check prices, VAT, delivery charges and confirmation emails, and approve it in your client account. Once it is live, we do not place paid orders on it; any later checks stop at the payment page, or use a booking that we then cancel.

S8 **Liability.** Clause 12 applies, and our liability for your shop or booking work is part of the limit in clause 12.2, not in addition to it. We are not liable for lost sales or bookings, chargebacks, platform or card fees, account holds, or losses caused by your prices, stock, products or policies, or by the platform. If something we built does not work as we agreed, we fix it free of charge as soon as we reasonably can (clause 12.5).

S9 **What you sell.** You must not sell anything unlawful or anything the platform does not allow. We do not build shops for age-restricted goods (for example alcohol, tobacco, vapes or knives) or medicines unless you show us the licence your business needs and we agree in writing; you are then responsible for age checks at the time of sale and on delivery. We do not currently build subscriptions (repeat payments) for consumers.

S10 **When it ends.** You keep a care plan while we host your site (clause 7.7). If your care plan ends, your shop or booking pages go offline with your site at the end of your notice, and your download (clause 9.5) includes them as built. Your platform accounts, products, orders and customer data stay yours, in your accounts. Any order or booking data we hold, we send to you as a CSV file if you ask, and delete within 30 days of the end. We remove our access to your platform accounts when our work ends, and you should also remove it.

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