

# Customer Policy Of Studio Wonders Limited

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE ORDERING ANY SERVICES AND AGREEING ON A PROJECT. You are bound by these terms and conditions after your project development started by Studio Wonders.

"**You**", "**Your**", "**Customer**", "**Client**" refers to any Studio Wonders customer.

"**Studio Wonders**", "**We**" refers to Studio Wonders Limited.

"**Digital Media**" refers to (but not limited to) text, images, animations, audio, video, etc

Studio Wonders "**Products**" refers to (but not limited to) web sites, graphics, cds, multimedia contents, etc

"**Days**" refers to working days only.

Studio Wonders is committed to protect its commercial and non commercial interests by ensuring an appropriate usage of its information and information processing systems.

This is the Acceptable Usage Policy (AUP) applicable on All "Studio Wonders" customers. Customers are reminded that all the services provided by Studio Wonders must be in compliance with it, in addition to our standard terms and conditions. Failure to comply may result in the suspension and/or termination of services without warning.

## The primary objectives of this AUP are

- To ensure the security of other Internet users
- To protect Studio Wonders property which includes servers, network and customers, and our ability to provide services to our customers
- To ensure to act as a responsible Internet service provider

AUP is based on general standards of behavior accepted by the general Internet community but is not an exhaustive document. We reserve the right at all times to change our policies without any intimation.

The Internet and services fundamentally rely on mutual co-operation and responsibility from both users and service providers to maintain the highest standards, for the benefit of all. Furthermore, we do not permit any abuse of the Internet via or related to our services which hampers or impairs our ability to provide services to you and other customers.

## To report an abuse or register a complain

If you find Studio Wonders or any of its services provided to its customers, in breach of any legal or ethical standard, please e-mail [abuse@studiowonders.com](mailto:abuse@studiowonders.com) with full details and evidence where applicable.

We will not be responsible of any breach by our customers by the service developed by us and handed over to our customers, in this case a relevant service provider should be contacted.

We will not be responsible for any contents provided us by our customers to be used in the development of their products. The customers are fully responsible for all those digital media contents.

## With in this policy

You are responsible for the actions of anyone that you allow to access services provided to you by Studio Wonders, so you must ensure that anyone else who uses the services is aware of and complies with this AUP.

- Our services should not be used to facilitate, permit or assist in the sending of unsolicited bulk e-mail or spam
- Unsolicited e-mail or newsgroup postings to advertise any Services is strictly prohibited.

- You must not use the Services to e-mail any person or company after they have specifically requested that you do not contact them. Any automated mail system should comply to these rules as well.
- You must not use any Services for any illegal purpose(s) including, without limitation, for the purpose of obtaining unauthorized access to any computer or service.
- Services provided should not be to facilitate any "Denial of Service" (DoS) attack.
- You must not over use any Service to intentionally affect our servers or our ability to provide services to other customers.
- Any of Studio Wonders Service should not be used to provide access to or distribute any illegal material or material which would violate the rights of any third party.
- You must not exceed any agreed limits or restrictions on the use of any Services.
- You should not use any Studio Wonders service for the transmission, of any offensive, obscene or indecent images or data.
- You should not use service(s) to transmit material with the intent to defraud.
- You should not use service(s) for transmission of defamatory material
- You should not use service(s) for transmission of material such that this infringes the copyright of another person.
- You should not attempt to Deliberately break the system for unauthorized access to networked facilities or services.
- corrupting or destroying other users' data;
- violating the privacy of other users;
- disrupting the work of other users;

## Our Brand Link

You will not remove "designed by StudioWonders" link from the product we designed or developed for you (e.g your web site) without our prior consent. In case of web site, we usually embed this link in the footer of all pages of your web site.

## Payment policy

By using our services you agree to be bound by our terms and conditions below:

### Web site design:

A "**non-refundable**" deposit of 50% of the total cost of the project is due upon start of work. 25% of total cost is due upon approval of web design, before site build begins. The remaining 25% and any other costs incurred are due upon completion of work, before upload of web site files to client's or our server. Files are uploaded to the server within 2 business days of receipt of payment. You can report any error within 24 hours time after the files uploaded to your server. We will not be responsible for any errors after that.

### Graphic design, multimedia development:

A "**non-refundable**" deposit of 50% of the total cost of the project is due upon start of work. The second 50% of total and any other costs incurred are due upon completion of the project.

### Web site maintenance:

Web site maintenance is NOT included into web site designing or development work done by Studio Wonders. If our customer(s) would like us to provide the the maintenance of their web site after its completion, we will send them a separate quotation for the work to be done. We offer maintenance work charged on hourly and/or daily basis.

### Web consulting:

Payment is due at time of consultation.

### Delayed work:

The project will be run according to the Studio Wonders Project Process. The project dead-line is the project completion date agreed by you and Studio Wonders. A dead-line DOES NOT remain as agreed once you add any extra amount of work or amendments to the work discussed and agreed at initial stage. Studio Wonders is responsible to deliver the work within 14 days after the agreed dead-line. Late work will result in Late Charges, which will be paid to the client. A late charge of £1 (GBP One) per day will be paid for each day after 14 days of the agreed dead-line passed.

**Termination:**

Studio Wonders is NOT responsible for any loss or damages caused by any delayed work. Only a late charge of £1 (GBP One) per day will be paid (to the customer) for each day after 14 days of the agreed dead-line passed. You can terminate your contract anytime if you can not bear more delays. Any payments made for the work done, are totally "**non-refundable**".

**Late payment:**

You are responsible to make a full payment within seven days after the invoice sent to you via email, fax or post. Late payment will result in Late Fees, which will be added to the total cost of the project. A late fee of £1 (GBP One) per day will be charged for each day after payment is not received after the invoice sent, and no further work will be performed until payment, including late fees, is received.

Payment is considered as "**Payment Received**" once the full cash amount (as invoiced) is cleared or deposited in our company bank account. We do not perform or enable any service for any client unless payment is received and cleared in our company bank account.

Post dated cheques and "pay to bearer" cheques are not considered as "**Payment Received**" unless the cheques have cleared in our company bank account. The same rule applies to bank transfers.

Confirmation of a bank transfer is not considered as "**Payment Received**" until the full payment (as invoiced) is cleared through the company bank account.

The law requires that any services rendered by our company requires an invoice to be raised. We do not provide services or receive payments "in the black". We record all financial activity in regards to services rendered to our clients.

Upon payment of current total due, including Late Fees, work will be released and uploaded to client's server within 72 hours, excluding weekends. We are NOT RESPONSIBLE for missed print deadlines due to client's failure to pay on time.

**Non-payment:**

Non-payment for any work performed will result in termination of contract, web site files will not be uploaded to client's server and any payments made at start of work or during work will not be returned. If for any reason site files have been uploaded to client's server, they will be removed.

**Deposits:**

All deposits for work are non-refundable. No exceptions.

**Transaction fees:**

Prices listed on this web site or quoted to client or prospective client do not include bank fees or credit card convenience fees. Customers are responsible for any and all fees incurred from each transaction.

**Accepted Payment Methods:**

We accept the following payment methods for any of our services,

- 1) Cash
- 2) Cheques
- 3) Bankers Draft
- 4) Credit Card
- 5) Direct Bank Transfer

**Each payment method is subject to different rules:**

1. Cash - Payment is considered as received once the cash amount is cleared or deposited in our company bank account.
2. Cheques - Cheques are not considered as payment until funds are cleared in our company bank account. We do not commence work on any project until we have been able to confirm payment through our online bank statement. Cheques must be made out to: "Studio Wonders Limited"  
Clients making out cheque payments must allow appx 5 days for cheques to clear. In some special circumstances cheques do clear on the same day as deposit but in most cases they do not.
3. Banker Draft - Bankers draft are accepted but works are not started until funds are cleared and received
4. Credit Cards - We accept Visa and Mastercard online via our online billing system. Payment is considered as received when the card is authorized.
5. Direct Bank Transfers - Payment is considered as received when the full funds (as invoiced) have been cleared in our company bank account. Confirmation of payment is not guarantee that payment has been sent.

**IMPORTANT:** User policies, Payment policies and Terms are subject to change at any time without notice!

For more information please visit <http://www.studiowonders.com> or contact us at [contact@studiowonders.com](mailto:contact@studiowonders.com)