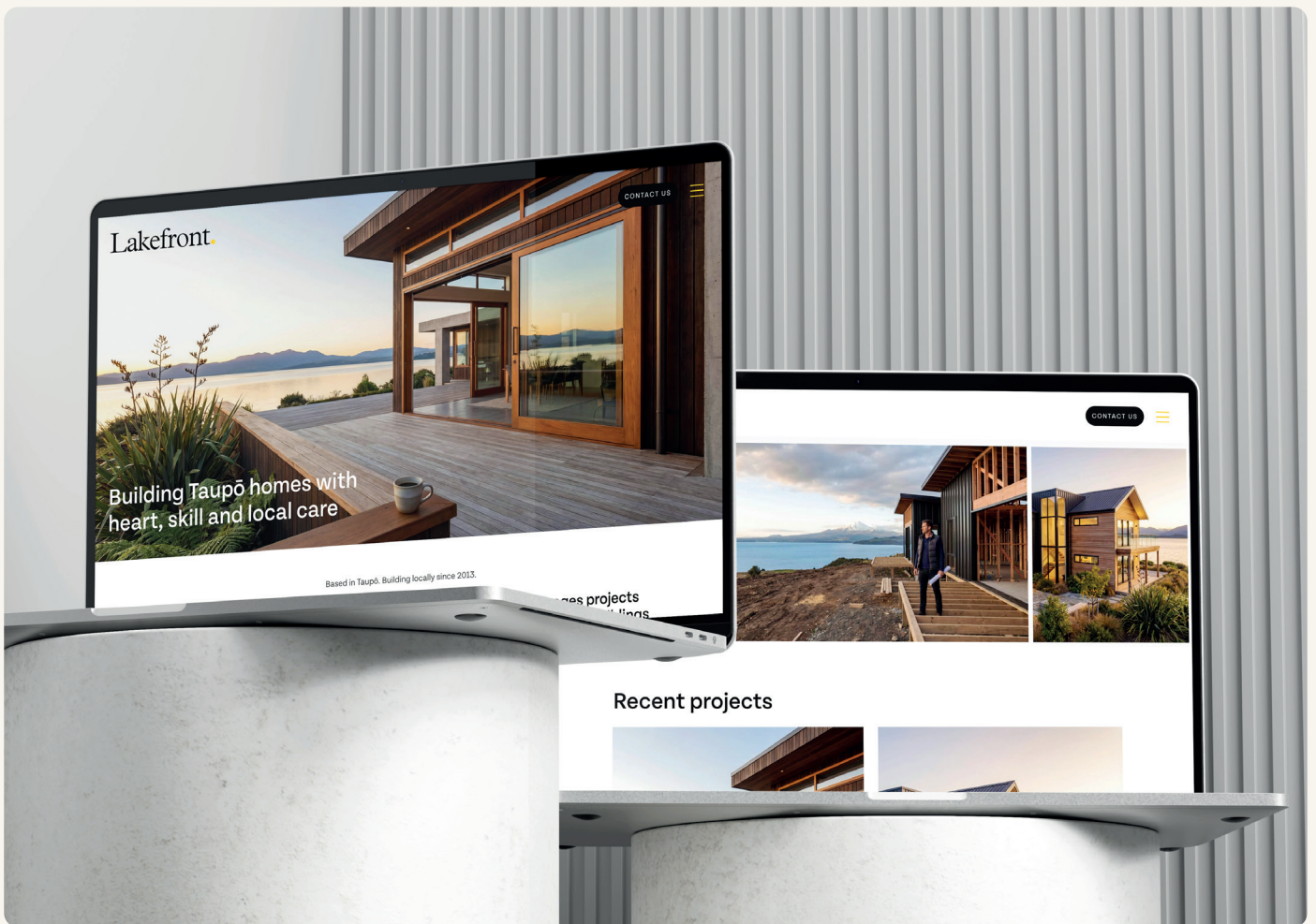


SET CLEAR EXPECTATIONS FROM DAY ONE

# Terms & Conditions template for web design



A practical, designer-friendly guide to help protect your time, your work, and your client relationships.

# What's included in your website project

This document is designed to support a smooth, stress-free website project – for both you and your client.

Below is a clear outline of what's included in my web design service, how the project will run, and what each of us can expect along the way.

## Fill this in before sending to a client

Anywhere you see brackets like [Insert hourly rate] or [Insert number of pages], simply replace them with your own project details.

## Website design and build

I'll design and build your website on the Rocketspark platform, creating a custom look and feel that reflects your brand and is easy to update in the future.

This project includes:

- **Two initial design concepts**
- **Two rounds of revisions** to refine the final design
- A fully responsive website that works beautifully across desktop, tablet, and mobile

Additional revision rounds are available at:

[Insert hourly rate] per hour

## Content and assets

For the best possible result, I recommend using professionally written content and high-quality photography.

If you prefer to provide your own content, you'll supply:

- All written text
- Images and brand assets
- Any key business information needed for the site

I'll then set everything up for you and hand over a finished website that you can confidently edit yourself once it goes live.

## Project scope

This quote includes the design and setup of:

**[Insert number]** pages

This typically includes core pages such as:

Home

Shop (if required)

Blog or news layout (if required)

Any additional pages outside this scope will be charged at:

**[Insert cost]** per page

## Previous work

You can view examples of my past work and client feedback here:

**[Insert portfolio or case studies link]**

### **Designer note (optional callout):**

Add anything specific to your process or boundaries here – for example, launch support, training sessions, or post-launch tweaks.

# Your Rocketspark website plan

Your website will run on Rocketspark – an award-winning, New Zealand-based website platform built to make managing your site simple and stress-free.

Rocketspark includes:

- Secure New Zealand-based hosting
- Easy-to-use website editing tools
- Unlimited blog or news pages
- Built-in Google Analytics integration
- Automatic upgrades as new features are released
- Friendly phone and email support

Independent reviews can be viewed here:

<https://www.capterra.co.nz/software/158722/rocketspark>

## Subscription plan

Your chosen plan:

**[Insert plan name + monthly cost]**

Example:

- Starter Plan – \$XX per month
- Business Plan – \$XX per month

# Project details and payment terms

To keep the project moving smoothly, the following payment structure applies.

## Payments

- A **50% deposit** is required before work begins.
- Payment of the deposit confirms acceptance of these terms.
- The deposit is non-refundable unless otherwise agreed in writing.
- A **25% progress payment** is due once the final homepage design is approved and before the website build begins.
- The remaining **25% balance**, along with the first website subscription payment, is required before the site goes live.
- Full website access and final handover are provided once all invoices have been paid in full.

## Pricing notes

This quote is based on the agreed scope of work and is my best estimate.

If the scope changes, the final cost may vary by up to **20%**. Any changes will always be discussed and approved before work continues.

## Revisions

This project includes **two rounds of design revisions**.

Additional revisions are charged at:

**[Insert hourly rate]** + GST per hour

# Changes to scope

Any work outside the agreed scope will be quoted separately before it begins.

This may include:

- Additional pages
- New features or functionality
- Extra design concepts
- Significant content changes

No surprise costs – everything is agreed upfront.

# Extra work, custom code, and ongoing updates

## Custom development

If custom code is required during the project, this will be quoted separately.

Examples include:

- Advanced or custom forms
- Animated or sticky elements
- Custom buttons or interactions
- Anything outside standard Rocketspark functionality

## Client delays

If there is a delay of more than two weeks in providing feedback, approvals, or content, I may:

- invoice for work completed to date
- begin the website subscription during the pause

## Quote validity

This quote is valid for two months from the issue date.

## Rocketspark platform terms

Rocketspark's general platform terms can be viewed here:

[www.rocketspark.co.nz/terms-and-conditions/](http://www.rocketspark.co.nz/terms-and-conditions/)

### Important note

This template is provided as a general guide only. It should be reviewed and adapted to suit your business and project. For legal advice, please consult a qualified professional.