



Payment term & condition

SALES TERMS

Currently, we accept payments via the following methods:

Credit Card - Debit Card: Via Stripe, Card reader, bank transfer, Direct Debit, PayPal express Checkout, and PayPalme.

Cheque: Made payable to Patricia Amable 28 Cambria road London SE5 9AE

Postal Order: Made payable to Patricia Amable 28 Cambria road London SE5 9AE

Cash: We accept cash payment

You benefit from price without VAT as Girlfridayz does not qualified for VAT.

Payment facility

Payment facilities is available on large project agreement over £200. Please contact us to request this service. Please bear in mind that the final payment will be due a week before completion of order.

Online payment is available on some of our services such as website & SEO order you can pay online the deposit for any bundles and you can also pay online for social media update. You can pay online for our Per Hours admin service and our yearly subscription.

Ordering Services

Please complete the relevant order form for the service required (ie: Online Presence & Marketing-Advertising) they are located on our contact us page but also on selected pages where an order form is required to be completed and can be downloaded straight onto your computer. They are in PDF format hence it's best to print them once completed, return either via post at the address mentioned above or email it to us. Please ensure that your order form is signed and dated in both places that include working agreement included on the form to be signed and dated. We also required your completed Client design brief send with your order form.

We also accept order through our contact form on our contact page, via telephone and via email at girlfridayz@girlfridayz.com. However, on receipt of your order via this method of communication, we will email you the relevant order form pre-populated with your order and details and Client Design Brief. You would need to return these documents signed and dated to us.

We will also send you a service agreement and working agreement to be signed and an invoice requesting a deposit of 50% of the value of the project to be paid prior to us starting any work on your project.

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It is recommended to download the Supply of Document information sheet to ensure that you send us information in the required format.

Invoicing

We will invoice you for any services carried out for you. Invoices are to be settled within maximum 30 days or 60 days of receipt in full if specified. Otherwise, payment is due on completion of work and delivery of website and design & printing items ordered an invoice will be sent acknowledging payment for your information.

Deposit

We require 50% deposit on all projects and responsive website design packages bundle: for business site 5-pages £727, for E-commerce 5-pages include 5 product pages £1044 and Personal site 5-pages £655 plus Social Website/forum unlimited pages for £7526

We also offer a 10-pages responsive website design packages bundle: business site 10-pages £1454, E-commerce site 10-pages include 5 product pages £2088 and Personal site £1310.

If you want extra pages added to any packages offer above add £40 per page, a blog set up add £40 and Checkout add £30 only for business site. We also offer a landing page (1-page) for £123 and 1-4 pages £328 only for personal site and does not include on-page SEO or Social Media integration if you want on-page SEO add the starter pack £265 basic SEO and £50 for social media integration.

For domain transfer to your chosen host for domain name already paid a fee of £35 apply. You will need to pay the host subscription fee for your website and they can offer domain name for you and it is usually a yearly bill. **For Website transfer or migration** between host registrar, a fee of £360 is charged. **For website transfer from your old host to your own registrar** a fee of £520 apply.

For rescuing your website transfer if you try to do it on your own and made an error resulting in downtime time and your website to go dark for several hours or days depending on the severity of the discrepancy. We charge £612 for applying the solution and restoring your files, folders, widgets, databases and any sub-domain, program, and software use on your website.

Please note: if the severity of the errors is to a disaster level your website files, folders, widgets, databases are lost or destroyed and irretrievable causing pain and upset we cannot take responsibility for your mistake for not being able to retrieve your site as this mean it was deleted by old host or your files became corrupted or corrupted by virus or scripts got to change or permission incorrectly set **the fee will still be due to us**. However, if the error is caused by us and we are unable to fix the discrepancy **no fee is due to us**.

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Marketing service – Artwork and print Marketing

For design & printing artwork service we required a £35 deposit prior to sending the order to print for small order quantity 100 to 250 for large order deposit amount is 75% or 80% of the price before we send it to print. Prices for design and printing work do not include delivery cost or third party VAT, but you are responsible for paying for delivery cost and third party VAT. You are responsible for checking information and informed us of any amendment or correction before sending to print as once printed design or information cannot be changed.

Marketing service - Consultation service

You get 1 free hours marketing consultation service after one hour elapse a fee of £25 flat fee applies. If you are a retainer customer a fee of £300 per years for advice apply and is payable as soon as you are in receipt of the invoice. We will not accept payment facility.

For any marketing task carried out for you, we charged £25 per hour for multiple tasks require and for a single task a flat fee of £701 per task for existing businesses and Start-up £579 (i.e.: policy development, business plan, marketing plan, content strategy and more).

Marketing short course: Our 4 weeks short courses Marketing modules — The Beginner Marketing Course for £350 and The Advanced Marketing Course for £390 are available to purchase from our Girlfridayz online store which is no longer integrated with our Facebook business page Girlfridayz under the tab Store.

Social Media Marketing

We have developed two new services due to the request of our customers, hence offer two new structure of payment for the service. Rolling Contract30 where we update 1 social media platform per month with 4 posts or tweets per week for £1237.60 and our Pay as You Go50 which mean that we up date up to 5 social media platforms for you weekly up to 4 posts or tweets per week for £285.60 per week per platform.

Professional blog writing service

We can update your blog on a monthly basis for you. We charge £150 for 2 blog posts per month. We also have our irresistible blog offer where we write fresh blog post content or re-targeted content or blog update for £200 per month including 1 free picture for your blog (2 post per months).

Picture service for blog or website

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We charge £60 for 30 images if supply by us and we will re-charge you the fee if we purchase a picture to use on your blog or website. If you supply your own picture is free, please bear in mind if picture supply is of a bad quality or resolution and if you want us **to fix it we charged £5 to do so**. If you refuse, we reserve the right to request another picture or if you insist on the low-quality picture we will put it on your blog or site but we bear no responsibility if you are not happy with the result. We also use our free picture from our Royal free library if the number of pictures required is less than 30.

Copywriting Service

If you provide us text it is totally free but if you ask us to write text for you, we charge a flat fee of £395 and for text correction of errors and grammar we carry this out for you free of charge, however, if we have to apply corrective measure to your text on two occasions a fee of £40 applies.

Bolt on re-branding Service

We charge a re-branding fee of £295 that include your logo including stationery such as letterhead and business card.

Small Business Advertising & Affiliate Marketing & Podcast

We offer small businesses and SME's the opportunity to advertised on our site from £60 for placement for 90 days. We also charge a small fee for designing your ad at a cost of £25 per design. We have different prices for various sizes of ads that can be found on our advertising page on our site.

We also offer Affiliate Marketing we will charge you for placement from £60 and depending on the size of your ads the price increased, once we placed your ads it will remain on our site no longer than 6 months and we charge 5% fee on sales generated from your ads and 2% if no sales is generated from your ad. The fee will be on a monthly bases once we agreed on term of payment and our signed service agreement including our working agreement.

We offer small business owner an opportunity to promote their business for free during our guest invitation podcast session. The way it works we select a business topic to discuss and the guest fit their business in it and promote themselves in return they also promote girlfridayz as we would also promote your business too during the recording.

Social Sales Growth Strategy Training Program

We offer a Social Sales Growth Marketing Training program real-time using technology available. Our training teaches you how to segment your market to your right customers using geo-location, geo-targeting. We also show you how to create advert for Social Media and better post aiming to attract, persuade and convert potential customers into enquiry to know more or purchasing your

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products or services. We teach you how to conduct a keyword research and using them to your advantage. Our online real-time training program cost £600 for all day training. You can attend the training straight from your office or your home office.

Website & SEO or Social Media Consultation

We charge you £30 flat fee for consultation and advice to be paid prior to us given you the advice the free 1 hrs consultation fee does not apply to website & SEO; Social Media or website transfer advice or anything to do with your website or hosting.

Website update Subscription

We bundle our website update into a yearly website subscription service which is better for our customer our yearly subscription cost £2275 an upfront payment of £189.60 is required to be paid at the time of ordering and the remaining payment within three month of the date of order. If you pass your order online the price of the subscription is half price for the first year only £1137.50 and thereafter full price applied.

Website Design Term and Condition

1. **Website design** we will ask for your requirement which means text and pictures or any other media you want on your site. Once the deposit is paid, we will start working on your site providing we have text and any other media you are giving us or uploaded on our site. **However, if we started working on your site for a month or more and we have requested text and media during this timeframe but we are not in receipt of It within a month of the last request date, we will consider your site is terminated and will request the full payment for the site remaining which is lawfully due.**
2. **If you want us to update pages or provide text, pictures or any media after the month elapse,** we will consider that you are hiring us to edit your website page as your web editor hence this part of our business support work at £15 per hours any new pages to create during website update price per page apply. You have an opportunity to opt for our yearly subscription service too.
3. **Amendment** for website design we can carry out amendment or correction on your website design as long as we are working on your website development we can correct or amend information before your website is terminated providing it is feasible and reasonable as per website development documentation provided by you or written in our Client Design Brief which is a prerequisite prior to starting on your website design. **This does not include change of mind with regard to the design of your website and we are asked to redesign your website from the start or change a certain number of pages nearer the completion of your website or domain name changes including logo design associated with business name.** This request will be initially refused as we nearly finish your website and this change are

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Girlfridayz

Business support to sole trader & SME's

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considered very significant, time wasting causing unnecessary delay in the completion of your website design and therefore more likely to result in the termination of your current website and the remaining balance will be due in full. If you insist on us redesigning your website the bundle price for your new website will apply and the payment requested to be paid upfront prior to us starting a new website design for you and a new service agreement will be issued to you.

4. **Amendment on website completion** a time frame of **two weeks is given for amendment and start from the date of the website completion date and all hosting details have been given to you.** The amendment we are willing to carried out on your website include text amendments or picture, change of video once we are in receipt of the full payment due for your website completion or remaining balance if you have been offered a repayment plan. **Bear in mind** change of design or colour scheme or total changes of pages is not consider as amendment but redesigning or updating your website therefore if you insist we will consider that you are hiring us to redesign or update your website and full website price will be due according to website bundle price selected or website update hourly rate will apply.
5. **Website Policy:** if we requested the legal website policies during the development of your website such as cookie, privacy and term and condition, include cookies banner and you do not provide this to us. If you do not provide this to us we can write your policies for £80 per policy and add them to your website. If you refuse we cannot be made responsible if you are fined by the EU or UK Government for not having these policies on your website.
6. **On website completion and termination** and all payment have been received and no legally required policies are on your website and you contact us to add these policies on your website and you have provided us with your privacy, cookie or term of use policies to upload on your site we will charge you £30 for uploading your policies. If you do not provide us with the policies and request that we write each policy for you a fee of £80 per policies apply plus £30 for uploaded them on your website.
7. **After one months has elapsed** and you asked us to change your website it will be considered re-designing a new site for you under the same domain name or another domain name website design price apply plus deposit and a new service agreement will be issued to you.
8. **Please bear in mind** that the cookie policy for any online business is a legal requirement and website must have it and make the user aware of the use of a cookie. We can provide you with a cookie policy for £80 and upload it on your site.
9. **Website completion with not enough** content (thin content) affect your ranking, we will not be taking responsibility for the lack of content in your site if this is due to a lack of text, pictures or media provided by you to make the site appear full of information as we requested text and pictures or other media but were not provided with it in the time frame

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specified. We do not take any responsibility toward the look as the information has not been provided to us when requested.

10. **Duplicate content** such as text, pictures, video, music, podcast, categories are unnecessary and affect your ranking hence can be punishable by Google has your site need to be robust and only have original content. We will inform you if such situation arises and provide a suggestion on how to make it better with your information provided. If you insist on having your duplicated content and refused our suggestive improvement we will do as requested as long as it is deemed reasonable, however, if it is deemed unreasonable we will refuse to apply the duplication requested and we will terminate your website immediately and full payment remaining will be due legally. Bear in mind that we do not take any responsibility for the look and feel of your website and if later on your ranking is affected or you do not like your design we cannot be made responsible as we would have provided you with a workable solution and you refuse.
11. **If you cannot provide text, picture or media** but we know your business we can put some text has we have a copywriting service for £395 and pictures from our Royal Free or Paid picture stock. If we need to work on a picture for you **if they have not enough resolution or bad pictures, we may charge £5 per pictures work on** or if you do not agree and insist on having the picture provided it will be featuring on your site but we cannot be responsible for the visual any longer. We may refuse to put your pictures altogether and ask you to provide another one.
12. **For video**, we do not provide video service so you will need to provide us with your video and the correct link to upload it on your site. You must ensure that your video is working correctly as fault can develop in the video code and we cannot be responsible for an error occurring in the video. If this occur we will request another video error free and we will request the correct video format for instance MP4 and others available format workable with CSM platform use and your host requirement.
13. **For linking your site** to another site or embedding another website in your site a fee of £180 applies.
14. **For logo design**, a fee applies of £295 if we design your logo for your business. However if you change your business name and you require a new logo associated with your new business name a fee of £295 apply for the new logo design. On occasion we may have to pay a third-party logo design for you if this occurs you will need to pay us the fee charged by third party logo provider.
15. **For a large website project** (social media or forum site) or E-commerce site you are required to pay monthly instalment or two instalment payments while we developing your website based on the total bill remaining and the estimated website completion date after initial deposit required is paid. You will need to repay any out of pocket cost associated with your

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website such as program, plug in or template purchase for the development of your website and these fees are not negotiable and are due therefore will be added to your remaining bill. If you do not want these programs or plug in or templates or do not pay third party monthly fee for app add-on added to your website and there are necessary for the development we cannot take any responsibility for the functionality and missing content on your site has you refused to pay for necessary add-on on your website which will enhance the functionality and user experience of your website.

16. Suspension of website development we understand that on occasion people can request their website development to be suspended for any reason and we required to be made aware why you are requesting your website development to be suspended and if you are on a repayment plan we will request for you to pay part of the balance remaining which will be two months payments due prior to us suspending your website development. However if the suspension request is a month before the deployment of your website due date, we will consider the suspension request as a temporary cancellation therefore we will request the balance due to be pay immediately prior to us suspending your website development.

17. 10 or more pages if you require more pages add £40 per pages. We built responsive websites using CMS (Template) or coding in JavaScript, CSS3 and HTML5 adding these codes to the template provided by hosts carry a fee of £80

18. Website completion: Once your website is completed this apply also to website update as a precaution, we will temporarily obliterate your password, this is to prevent any design change or alteration or deletion until full payment is received. Once full payment is received, we will put back your original password. We will not issue you with login details until all payment in full are received.

Before we carry out any work with you either be a retainer contract or project agreement, we request that you **sign and return our contract agreement and signed our working agreement with deposit amount if required.**

REFUNDS - PER PROJECT AGREEMENTS ONLY

We will kindly refund the full deposit amount within the first 48 hours - if work has not begun. If work has begun on your project, refunds are not available.

In case of the work has not begun and we requested upfront payment for the work and you issues us with a deposit and you have not given us our signed service and working agreement back, and we have requested our documents back and remaining payment prior to starting any work and you have not given us what we requested after two weeks has elapsed, we will cancel our agreement and we will not give you a refund as we have made many attempts to collect our documents and payment remaining and you did not cancel within 48hrs as per our policy.

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No refunds can be given for Artwork design and printing work completed as the customer as the possibility to amend any part of the design before it is sent to print and your right to cancel is not affected.

PLEASE NOTE: Refunds are ONLY available within the FIRST 48 hours (2 Business Days) after we receive your SIGNED contracts and deposit payment. This does not mean you can request a refund after we have been working on your project for 10 days or 20 days if work didn't start within the first 48 hours, however your right to cancel remain.

If you have received your work/project for review and you asked for a refund of your deposit you will not be issued with a refund but your right to cancel remain. If you are on one of our payment facility and we show you the work/product for review and you request a refund no refund will be issued to you, however your right to cancel remain. **NO EXCEPTIONS.** This policy pertains to **PER PROJECT AGREEMENTS** only - not RETAINER clients.

PLEASE NOTE: Contract retainer fees are non-refundable. We only work on RETAINER or PREPAID Deposit - NO EXCEPTIONS.

We only sign with business owners and who are serious about working with us - if you are unsure don't sign our contracts. We do not work with everyone and have the right to refuse service at our discretion. We also reserve the right to terminate any customer account; contract at any time in respect to the Laws of England & Wales.

CANCELLATION

You can cancel any order prior to any work commencing within the 14-days of the order been accepted and work has not begun and you do not need to give us any reason — if work has begun on your project and you wish to cancel whether verbally or in writing a cancellation fee will apply which is 50% of the total price of the order.

You can cancel any order prior to any work commencing within 14 days of the order has been accepted and work has not begun and you do not need to give us any reason — if work has not begun on your project and a request for the deposit has been made but it was not paid on due date despite reminding you of your order, to return our documents, settled the deposit and your legal right to cancel expired and you wish to cancel your order with us whether verbally or in writing after your legal right to cancel expired a cancellation fee will apply which is 50% of the total price of the order.

You can cancel any order prior to any work commencing within 14 days of the order has been accepted and work has not begun and you do not need to give us any reason — if work has not begun on your project and a request for the deposit has been made but it was not paid on due date

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despite reminding you of your order, to return our documents, settled the deposit and your legal right to cancel expired and you did not reply to our reminder whether verbally or in writing after your legal right to cancel expired we will consider that you have cancelled your order and a cancellation fee will apply which is 50% of the total price of the order.

In the case of cancellation and the work has been completed, approved by you and delivered to you the full price will be due as 14 days cancellation right after delivery does not apply as we do not sale physical good. This applied to all works projects and services provided by Girlfridayz.

In the case of cancellation and the work has been completed, approved by you and delivered to you, if you informed us in writing, or verbally that you wish to cancel your 14-days does not apply as we do not sell physical product. This applied to all works projects and services provided by Girlfridayz.

LATE PAYMENT

In case of late payment and outstanding balance on account we will remind you of the overdue balance and offer you up to 60 days maximum to repay the balance in full. We can also offer a repayment plan contract payable at frequency agree by both party, however the amount will be based on the debt amount and no late fee will be added either at this stage. We also offer flexible repayment plan meaning if you want to have a reduce payment one month we can do that but bear in mind that the deducted amount will be added to the next month payment or spread equally with the rest of your payment. But if you breach your repayment plan contract without our agreement you will be liable to pay the remaining balance in full and no repayment plan contract will be offered and late fee will be added at 8% as per our legal right.

When a payment become late after all attempt to recover our fund we will claim statutory interest and debt recovery cost. We will charge 8% plus the bank of England base rate 0.75% daily fee **as an example** if you owe us £1000 ($1000 \times 0.86 = £86$) then ($£86 / 365 \text{ days} = 0.24\text{p}$) hence the daily added interest will 0.24p if you did not settled the debt in full by 50 days will charge a daily interest fee of £12 per day (0.24×50). The late payment fee will be applied on a monthly bases therefore, £7.20 per month. Henceforward, if you still owe the debt after 50 days and no attempt to repay we will add another fee on top of the debt amount with added interest according to the UK government guideline **ie:** upto 999.99 £40 more, 1000 to 9,999.99 £70 more and £10 000 or more £100 more.

Downloads

Girlfridayz supplies you with an instant download of our marketing short courses and e-books, you will need to confirm that you are aware that you will legally lose your 14 days right to cancel and you will need to agree to an instant download before you start downloading any contents. Hence before pressing the button “buy now” you will need to tick I agree with the Terms and conditions of our online store.

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Display Ads

Once Girlfridayz has placed your ads on our site or blog you no longer have the right to cancel, you can inform us to take it down and we will but no refund will be issued to you. However, you can cancel within 14 days prior to us placing any ads on our site for you or after signing and dated our working agreement and service agreement has no deposit is requested and full payment is to be paid prior to us placing any ads on our site.

Please view and familiar yourself with our cancel policy, which can be downloaded from our website Girlfridayz – customer service page.

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