

Citrus Web – Monthly Website Support Terms & Conditions

These terms apply to all monthly website support and maintenance plans provided by Citrus Web. By subscribing to a plan, you agree to the following terms.

1. What's Included

Your monthly plan includes the services and level of support specified in your selected package. Any work outside the agreed scope, including larger website changes, new functionality, additional content or substantial design updates, may incur additional charges. Any additional costs will be agreed with you before work begins.

Unused time or services cannot be carried forward to subsequent months unless agreed in writing.

2. Monthly Fees and Payment

Monthly fees are payable in advance and are charged on the agreed billing date. Payments must be made using the agreed payment method.

If a payment fails or remains overdue, Citrus Web reserves the right to pause support services until the outstanding balance has been paid.

Monthly fees cover the services included in your selected plan and are not dependent on the number of requests submitted during the month.

3. Minimum Term and Cancellation

Your plan will continue on a rolling monthly basis until cancelled.

Either party may cancel the arrangement by providing 30 days' written notice.

Any fees due during the notice period remain payable, and services will continue during that period unless otherwise agreed.

No refunds will be provided for partial months, unused time or services already made available during a billing period, except where required by law.

4. Client Responsibilities

To enable Citrus Web to deliver the agreed services, you agree to:

- Provide the necessary website access, information, content and approvals in a timely manner.
- Ensure any text, images and other materials supplied are accurate and that you have the right to use them.
- Review and approve any content or changes where requested.
- Maintain appropriate ownership and access to your website, domain and associated third-party accounts.
- Delays in receiving information, access or approvals may affect delivery times.

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5. Website Access and Third-Party Services

Citrus Web will take reasonable care when working on your website. However, website platforms, hosting providers, domain registrars, apps and other third-party services operate independently of Citrus Web.

Citrus Web cannot guarantee the uninterrupted availability, performance or compatibility of these services and is not responsible for outages, changes, faults or restrictions imposed by third-party providers.

Website subscriptions, domain renewals, premium apps, paid plugins, stock assets and other third-party charges are not included in your monthly fee unless expressly agreed in writing.

6. Backups and Security

Reasonable care will be taken when making website changes. Where appropriate and available, a backup or restore point may be created before significant changes are made.

No website can be guaranteed completely secure or immune from technical issues, data loss or cyber-attacks. You remain responsible for maintaining any relevant account security, subscriptions and access credentials.

Any substantial recovery work, security investigation or restoration outside the agreed plan may be charged separately, subject to your approval.

7. Response Times and Support

Citrus Web aims to respond to support requests within two working days, although response and completion times may vary depending on workload, complexity and the availability of information.

Unless expressly agreed, monthly plans do not include emergency, out-of-hours or weekend support. Priority support is available only where specified in your selected package.

8. Content, SEO and Results

Where content updates, blogging or SEO support are included, Citrus Web will use reasonable professional care when preparing and implementing the agreed work.

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Search engine rankings, website traffic, enquiries, sales and other business outcomes depend on factors outside Citrus Web's control. No specific ranking, traffic level or commercial result is guaranteed.

You remain responsible for checking the accuracy of business information and approving any content where approval is requested.

9. Additional Work

Requests that fall outside your selected plan will be discussed and quoted separately before work begins. Additional work will not be undertaken without your agreement to the proposed cost.

Citrus Web's standard hourly or daily rates may apply to additional work, as agreed in advance.

10. Changes to Services and Pricing

If your requirements change, Citrus Web may recommend moving to a more suitable support plan.

Any changes to your plan or monthly fee will be communicated in advance and agreed with you before they take effect. You may cancel your subscription in accordance with the notice period set out in these terms.

11. Intellectual Property and Ownership

You retain ownership of your existing website, business content and materials you supply.

Ownership and permitted use of any new content, designs or other materials created by Citrus Web will be governed by your project agreement or any separate written terms. Unless otherwise agreed, all outstanding fees must be paid before final deliverables are released or transferred.

12. Limitation of Liability

Citrus Web will provide services with reasonable skill and care. To the extent permitted by law, Citrus Web is not liable for indirect or consequential losses, loss of profits, loss of business opportunities or issues caused by third-party platforms, providers or circumstances outside its reasonable control.

Nothing in these terms excludes or limits liability where doing so would be unlawful, including liability for fraud or for death or personal injury caused by negligence.

13. Changes to These Terms

Any material changes to these terms will be communicated to you in advance. Changes affecting your existing plan will not be applied retrospectively.

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14. Contact

If you have any questions about your plan, need to discuss additional work or wish to cancel your subscription, please contact:

Citrus Web

Website: <https://www.citrusweb.co.uk>

Email: helen@citrusweb.co.uk

These terms should be read alongside your selected support plan and any separate written agreement between you and Citrus Web.