

# MPC Consulting

## Website Services Terms & Conditions

**Effective Date: August 2026**

These Terms and Conditions govern the website design, development, hosting, maintenance and related services provided by MPC Consulting ("MPC Consulting", "we", "us" or "our") to the client ("the Client", "you" or "your").

By accepting a quotation, paying a deposit, setup fee or monthly fee, the Client agrees to these Terms and Conditions.

### 1. Website Packages

#### 1.1 Starter Website

1 to 6 Page Professional Website

- Setup Fee: R2,500 once-off
- Monthly Fee: R120 per month

This package is suitable for individuals, small businesses and start-up businesses requiring a professional online presence.

#### 1.2 Business Website

6 to 10 Page Professional Website

- Setup Fee: R4,000 once-off
- Monthly Fee: R220 per month

This package is suitable for established businesses requiring a more detailed and comprehensive website.

#### 1.3 Premium Website

Full Featured Professional Website

- Setup Fee: R8,500 once-off
- Monthly Fee: R350 per month

This package is designed for businesses requiring a more advanced and feature-rich website. The final scope and functionality may vary depending on the Client's requirements. Additional functionality may be quoted separately.

### 2. Setup Fees and Payments

**1. The applicable setup fee covers the initial website design and development within the agreed package scope.**

**2. The setup fee must be paid before website development begins, unless otherwise agreed in writing.**

**3. Any additional services, features or work outside the agreed package scope may be subject to additional charges.**

**4. Monthly fees are payable in advance to maintain active services.**

**5. MPC Consulting reserves the right to suspend services where payments remain outstanding.**

### **3. Monthly Fees**

The monthly fee covers the ongoing services included in the Client's selected package. Depending on the package and agreed service scope, this may include:

- Website hosting
- Basic website maintenance
- Security and software updates
- Technical support
- Website monitoring
- Basic assistance with website-related issues

The monthly fee does not automatically include major redesigns, new pages, advanced functionality or extensive content changes unless specifically agreed.

### **4. Domain Registration and Renewal**

**1. A domain name may be registered on behalf of the Client where agreed.**

**2. Domain registration and renewal costs may be charged separately unless specifically stated as included in the Client's package or quotation.**

**3. Domain names must be renewed before their expiry date to avoid interruption or loss of the domain.**

**4. MPC Consulting will make reasonable efforts to notify the Client of renewal requirements where applicable.**

**5. The Client remains responsible for ensuring that all domain renewal fees are paid when due.**

### **5. Client Responsibilities**

The Client agrees to provide all necessary information and materials required for the development of the website. This may include:

- Business information
- Company logo
- Text and website content
- Images
- Product information
- Service descriptions
- Contact details

- Social media links
- Any other information required for the website

Delays in providing the required information may delay the completion of the project. The Client is responsible for ensuring that all content supplied to MPC Consulting is accurate and that they have permission or the necessary rights to use any images, logos, text or other materials provided.

## **6. Website Content and Design**

MPC Consulting will design the website based on the information, branding and requirements provided by the Client. The Client will have the opportunity to review the website during the development process.

Reasonable changes within the original agreed scope may be accommodated. Significant changes, redesigns or changes to the original requirements may result in additional charges.

Once the website design has been approved by the Client, additional major changes may be quoted separately.

## **7. Additional Work and Features**

The following may be considered additional work and may be charged separately:

- Additional pages beyond the selected package
- E-commerce functionality
- Online stores
- Booking systems
- Advanced forms
- Payment gateway integration
- Custom integrations
- Advanced automation
- Additional content creation
- Logo design or branding work
- Extensive website changes
- Additional website maintenance outside the agreed monthly service

All additional work will be discussed and quoted before work begins.

## **8. Website Updates**

Basic website maintenance may be included in the Client's monthly package.

Minor updates may include reasonable changes such as:

- Updating text
- Replacing images
- Updating contact details
- Making minor corrections

Major changes, extensive updates or new functionality may be charged separately. MPC Consulting reserves the right to determine whether a requested change falls within normal maintenance or requires additional work.

## 9. Project Timeframes

Website completion times depend on:

- The selected package
- The complexity of the website
- The availability of content
- The Client's response time
- Any additional features or changes requested

MPC Consulting will provide an estimated completion timeframe where possible. Project delays caused by late content, delayed approvals or changes to the agreed scope may result in an extended completion date.

## 10. Website Approval

The Client is responsible for reviewing the website before it goes live. The Client must check:

- Spelling and grammar
- Contact details
- Business information
- Images
- Links
- Products and services
- Prices and other important information

Once the website has been approved and published, the Client accepts responsibility for the accuracy of the approved content.

## 11. Website Ownership

Upon full payment of all applicable setup fees and outstanding invoices, the Client will have ownership rights to the final website content specifically created for their business, subject to any third-party software, themes, plugins, images, fonts or services used.

Third-party services remain subject to their own licence agreements and terms.

MPC Consulting retains the right to reuse general knowledge, techniques, development methods and non-confidential elements used during the development process.

## 12. Hosting and Website Suspension

Websites hosted or maintained through MPC Consulting must have all applicable monthly fees paid on time.

If payment is not received, MPC Consulting may:

- Suspend hosting services
- Temporarily disable the website
- Suspend maintenance services
- Delay additional work or support

The website may be restored once outstanding payments have been received, subject to any applicable reinstatement requirements.

### **13. Cancellation of Services**

The Client may cancel their monthly hosting or maintenance services by providing written notice to MPC Consulting.

The Client remains responsible for all outstanding fees up to the cancellation date.

Where the Client wishes to move their website or domain to another provider, reasonable assistance may be provided. Any migration, transfer or additional technical work may be subject to additional charges.

### **14. Third-Party Services**

Some websites may rely on third-party services, including but not limited to:

- Domain registrars
- Hosting providers
- Payment providers
- Email services
- Plugins
- Themes
- Software platforms
- Analytics services

MPC Consulting is not responsible for outages, policy changes, price increases, technical failures or service interruptions caused by third-party providers.

Any third-party costs may be charged separately unless specifically included in the Client's quotation.

### **15. Website Security**

MPC Consulting will take reasonable steps to maintain and secure websites under its management. However, no website or online system can be guaranteed to be completely secure.

MPC Consulting cannot guarantee protection against:

- Hacking
- Malware
- Viruses
- Data loss
- Third-party service failures
- Internet outages
- Cyber-attacks

Where possible, appropriate backups and security measures may be implemented based on the Client's selected service and website requirements.

### **16. Search Engine Optimisation**

Where SEO services are provided, MPC Consulting will apply reasonable optimisation practices.

However, MPC Consulting does not guarantee:

- Specific Google rankings
- First-page search results
- A specific number of website visitors
- Sales or business results

Search engine rankings are affected by numerous factors outside the control of MPC Consulting.

## **17. Limitation of Liability**

MPC Consulting will make reasonable efforts to provide professional and reliable services. However, MPC Consulting will not be held liable for indirect losses, loss of income, loss of business, loss of data or damages resulting from:

- Website downtime
- Third-party failures
- Incorrect information supplied by the Client
- Client failure to maintain services or payments
- Cyber-attacks or security incidents beyond reasonable control

The Client remains responsible for maintaining appropriate records and backups of important business information.

## **18. Portfolio and Marketing Rights**

Unless otherwise agreed in writing, MPC Consulting may display completed website projects in its portfolio, website, social media or marketing materials.

MPC Consulting will not disclose confidential Client information without permission.

## **19. Changes to Pricing and Services**

MPC Consulting reserves the right to update its pricing, packages or services. Existing Clients will be given reasonable notice of significant changes that affect their ongoing monthly services.

Annual or third-party service costs may change based on supplier pricing.

## **20. Confidentiality**

MPC Consulting will treat Client information as confidential and will use such information only for the purpose of providing the agreed services.

The Client also agrees not to share confidential business information, processes or proprietary materials belonging to MPC Consulting without permission.

## **21. General**

These Terms and Conditions, together with the Client's quotation or invoice, form the agreement between MPC Consulting and the Client.

Any changes to the agreed services should be confirmed in writing.

If any part of these Terms and Conditions is found to be unenforceable, the remaining provisions will remain in effect.

## **22. Acceptance of Terms**

By accepting a quotation, paying a deposit, setup fee or monthly fee, or instructing MPC Consulting to begin work, the Client confirms that they have read, understood and agreed to these Terms and Conditions.

## **MPC Consulting**

Website Design | Web Development | Technical Solutions

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