General Terms and Conditions

These are the Terms and Conditions which contain important information about your rights and obligations.

This page (together with the documents referred to on it) tells you the terms and conditions on which we will supply any of the products (Services) listed on our website (www.solelyweb.com). Please read these terms and conditions carefully and make sure that you understand them before ordering any Services from our website. You should understand that by ordering Services you agree to be bound by these terms and conditions.

We recommend that you print a copy of these terms and conditions for future reference.

References to "You", "Your" or "Customer" shall be to you as the customer. References to "Solelyweb", "We", "Our" and "Us" shall be to Solelyweb.

1. INFORMATION ABOUT US

We operate the website www.solelyweb.com. We are Solelyweb Limited, a company registered in England and Wales under company number 11074916 and with our registered office at 144 Higham Road, Haringey, N17 6NS. Our contact email address is info@solelyweb.com.

2. SERVICES WE PROVIDE

We provide the following services:

- Domain Name Registration
- Digital Marketing (Website Design and Development, Graphics)
- Shared/ Cloud Hosting - Website Builder, Website Hosting, cPanel Hosting
- Website Administration Plans
- SSL Certificate Plans
- Back Up Plans

each one being a **("Service")** and more than one being the **("Services")**

3. YOUR STATUS

3.1 By placing an order on our website **("Order")** and opening an account with us **("Account")**, you warrant that:

3.1.1 you are legally capable of entering into binding contracts; and

3.1.2 you are at least 18 years old.

4. HOW THE CONTRACT IS FORM BETWEEN "YOU" AND "US"

4.1 After placing your Order you will receive an e-mail from us acknowledging that we have received your order. Please note that this does not mean that your order has been accepted. Your order constitutes an offer to buy a Service. All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an e-mail that confirms that the Service(s) will be provided (Service Confirmation). The contract between us will only be formed upon the Service Confirmation is sent by us.

4.2 The Contract will relate only to those Services whose we have confirmed in the Service Confirmation. We will not be obliged to supply any other Services which may have been part of your order until the provision of such Services has been confirmed in a separate Service Confirmation.

5. AVAILABILITY AND DELIVERY

Access to the Services will be provided by the go -live date set out in the Service Confirmation or, if no go -live date is specified, then within a reasonable time of the date of the Service Confirmation, unless there are exce ptional circumstances.

6. BACKUP, ARCHIVING AND RECOVERY SERVICES

6.1 Any back up services shall be undertaken using (CDP).
6.2 ou freqòuyi re bespoke backeóshall develop a back up schèdu òyu ó
6.3 Wheuródo not order our Offsite backup (Back Up Serveówill use) reasonàbl efforts to protect and backup da ta on a regular beádo not guarantee the ever òw existence, accuracy or regularity of the backups we oué are solely n and ò responsible forurówn data backup arrangements through our offsite backup service or through your own backup solution. òYou ófurther acknowledge that data to be backed up will not include media files such as mp3, mpeg, wmv or other video/audio files. Wheruóòyd o order our Up (Service) iódoshall Provide the level of backup described in relation to the particulaóchoseevel which òy

7. QUALITY OF SERVICES

7.1 We warrant that:
7.1.1 òWeówill perform the Services with reasonable care and skill and in accordance with generally recognised commercial practices and standards;
7.1.2 the Services will conform with all descriptions and specifications detailed on o ur website;
7.1.3 the Services will be provided in accorda nce with all applicable legislation from time to time in force; and
7.1.4 the Services shall conform with the relevant (Service Level Agreements).
7.2 Your rights under this agreement are in addition to the statutory terms implied in favour of the Customer by the Supply of Goods and Services Act 1982 and any other statute.

8. PRICE AND PAYMENT

8.1 The price of the Services will beur ówebsiteqfrom time to time, except in cases of obvious error.
8.2 Service prices include VAT. However, if th e rate of V AT changes between the date of òyur ó order and outóare charged for the Services, We reser ve the right to adjust the VAuT òy