

Internet@TSP – Terms and conditions

Customers Conditions. No printed condition on a customers own order form will apply to this contract unless specifically agreed to in writing by Internet@TSP.

VAT. Value Added Tax is not included in estimate prices unless it is specifically stated and will be added to the invoice at the rate prevailing. Any changes to the rate or scope of Value Added Tax will be passed to the customer immediately.

Preliminary Work. All preliminary and experimental work requested by the customer will be charged for.

Proofs. Proofs will be supplied on disk, uploaded to a temporary location, or supplied as a laser print depending on the needs of customers. Corrections will be accepted in writing or if simple over the telephone. Where style, typefaces or layout is left to Internet@TSP's discretion changes made therefrom by the customer will be charged extra.

Authors Alterations. Any alteration to the original copy or instructions made by the customer may incur extra charges if the amendments or alterations involve us with extra work or expense.

Colour Matching. Where a customer specifies a particular colour in the Pantone range we will try to match this as closely as we can. However, due to the nature of the Internet and differences monitors an exact match cannot be guaranteed.

Customers Property. Every reasonable care is taken with customer's property, but we do not guarantee its safekeeping and we accept no responsibility if it is lost, damaged or stolen. Items of value should be insured by the customer.

Delivery Dates. Whilst we try to complete the majority of jobs within two weeks many factors outside our control can cause late completion. We will accept no responsibility for consequential loss, damage or loss of profits or any other kind of loss.

Illegal Matter. The customer warrants that all reproduced matter complies with all relevant legislation, is not libellous, obscene or otherwise illegal and that it will not be put to illegal use. The customer also warrants that he/she is the owner of the copyright in the matter to be reproduced or, alternatively, that the owner of the copyright has granted permission for the matter to be reproduced. The customer will indemnify us at all times in the respect of all claims, costs and expenses arising out of any libellous matter or any infringement of copyright, patent, or personal rights contained in any material reproduced for the customer. The indemnity shall extend to any amounts paid on a lawyer's advice in settlement of any claim.

Expedited Work. Should expedited work be requested by the customer and agreed by us, any extra costs involved (such as rescheduling work, overtime etc.) will be borne by the customer.

Cancellation. In the event of cancellation or alteration of the order by the customer, we shall be entitled to payment for any work already carried out and for any cost incurred on the customers behalf. There is a minimum cancellation charge of £10 to cover administration.

Deposit. Unless otherwise agreed in advance, all orders must be accompanied by a £25 or 33% deposit, whichever is the greater.

Payment. Unless agreed in advance all services must be paid for seven days after the issue of the invoice. Until services have been paid for all web sites, domain names and web space will remain the property of Internet@TSP.

Law. These conditions and all other express terms of contract shall be governed and construed in accordance with the laws of England.

Terms and conditions for hosting at Internet@TSP

Customers are prohibited from transmitting through any of Internet@TSP services any material that is, in Internet@TSP's sole discretion, unlawful, obscene, threatening, abusive, libellous or encourages conduct that would constitute a criminal offence. Internet@TSP's services may only be used for lawful purposes.

Transmission, distribution, or storage of any information, data or material in violation of English, European, US, or any other International regulation or law, or by common law, is prohibited. This includes, but is not limited to, material protected by copyright, trade mark, trade secret or any other statute. Internet@TSP reserves the right to remove such illegal material from its servers.

Internet@TSP has no tolerance for Unsolicited Commercial Email (UCE) or Spam that is associated with Internet@TSP, its clients or any of its clients associates. Clients are prohibited from using UCE as means of advertising data or services hosted on Internet@TSP's network, or using the network to distribute such materials. Infringement of this policy can result in any one of the following:

- A warning by phone or email from Internet@TSP. Removal of DNS for the advertised / originating site.
- Temporary shutdown of the server or a block on outgoing mail. Permanent disconnection of service.

Infringements of this policy include, but are not limited to:

- Sending mail to users who have not specifically requested to receive such mail, including opt-out mailing lists.
- Sending, being involved in sending, or employing a third party to send mail which advertises or mentions a site hosted at Internet@TSP to users that have not specifically requested this mail.
- Harassment, whether through language, frequency or size of messages is prohibited.

Failure of Servers and Hosting Downtime.

The limit to liability we accept in the event of a failure or problem with our servers is to refund any money for that period in which the failure has lasted. We accept no liability whatsoever for loss, damage or loss of earnings caused by a server failure or any event outside our control.