

Dream-Web.co.za: Full Terms & Conditions (T&Cs)

Effective Date: 26 June 2025

Welcome to Dream-Web.co.za. By accessing or using our services, including website design, development, domain setup, and website maintenance, you agree to the following Terms and Conditions. These terms are important as they outline the rights and responsibilities of both parties to ensure a clear, transparent, and fair relationship.

1. Definitions

- **"Dream-Web," "we," "our," or "us"** refers to Dream-Web.co.za.
 - **"Client," "you," or "your"** refers to the individual or business purchasing services.
 - **"Services"** refers to website design, development, domain management, support, and other related services provided by Dream-Web.
 - **"Project"** refers to the specific website or digital work commissioned by the client.
-

2. Scope of Services

Dream-Web provides:

- Starter, Growth, Enterprise, and Custom website design packages.
 - Custom domain setup and management.
 - Website hosting setup assistance.
 - Monthly content updates (depending on package).
 - Search Engine Optimization (SEO) setup.
 - Ongoing support and maintenance as defined per package.
-

3. Service Packages

Each package includes specific services. A breakdown is as follows:

3.1 Starter Package (R999/month):

- 1–4 Pages (e.g. Home, About, Contact)
- Custom 4-page website
- Contact Form
- Basic SEO optimization
- 1-Social media icon + link
- Basic website security setup (SSL, anti-spam)
- 3 Updates per month
- We handle the setup – domain & hosting

3.2 Growth Package (R1599/month):

- Custom 8-page website
- Contact & quote forms
- Advanced SEO setup
- Basic website security setup (SSL, anti-spam)
- 9 Updates per month
- 1-Custom business email
- 3-Social media icons + links
- Image gallery or service showcase
- We handle the setup – domain & hosting

3.3 Enterprise Package (R2199/month):

- Unlimited custom pages
- Contact & quote forms
- Advanced SEO
- Premium security features
- Unlimited monthly website updates
- Custom business email
- 5-Social media icons + links
- Image gallery or service showcase
- 24/7 Customer support
- Free Custom Domain (1 year)
- Blog & Article section
- We handle the setup – domain & hosting

3.4 Custom Package:

- Pricing and features vary based on client needs
- Custom-built systems (e-commerce, CRM, advanced booking, etc.)
- Fully designed around your branding, features, and workflow
- Timeline and domain cost will be included in your custom quote
- We handle the setup – domain & hosting

4. Domains

- For Starter, Growth, and Custom Packages, domains are **quoted separately** based on extension (.co.za, .com, .net, etc.).
 - Domains are billed **monthly** and not yearly.
 - Clients will be given options and pricing before final confirmation.
 - Dream-Web will handle domain registration, linking, and configuration.
 - Ownership of the domain and website remains with the client once paid for in full.
 - Dream-Web manages the domain, hosting, security, and monthly updates as part of the active service agreement.
-

5. Payments

- All packages are billed monthly and must be paid in advance.
 - Payments can be made via EFT, PayFast, or other methods listed on our invoice.
 - Services will only commence once the first month is paid.
 - **Late payments over 7 days will result in paused service or hidden websites until payment is made.**
 - **If no payment is received after 30 days, we reserve the right to terminate the agreement and remove hosting or access to the website.**
-

6. Client Responsibilities

To ensure smooth and fast delivery of services, the client agrees to:

- Provide clear and complete content, images, and business info on time.
 - Review work and respond to approval requests within 3–5 business days.
 - Ensure all materials provided are legal and owned by them (no copyrighted images, etc.).
 - Maintain secure login credentials for email, domain, and website platforms.
-

7. Project Timeline

- Starter & Growth: 8–16 working days from payment and content submission.
 - Enterprise: 16–27 working days.
 - Custom: Based on project scope (given in quote).
 - Delays caused by the client (no content, no response, etc.) may extend deadlines.
-

8. Revisions

- Packages include a set number of content edits per month.
 - Unused updates do not carry over to the next month.
 - Major changes (redesigns, new layouts) are quoted separately.
-

9. Refund Policy

- No refunds once design work or development has started.
 - Domain and hosting payments are non-refundable once registered.
 - If the client chooses to cancel mid-project, only unused time will be credited at our discretion.
-

10. Termination & Suspension

- You may cancel anytime with 7 days' notice before the next billing cycle.
 - If cancelled, we will give you all website files and access once final payments are received.
 - We reserve the right to suspend service for non-payment, abuse, or breach of these terms.
-

11. Intellectual Property Rights

- All original content and code developed for your site becomes yours once paid for in full.
 - We may use snippets (non-confidential) for future templates or internal projects.
 - You may not resell or reuse our work without permission unless agreed in your quote.
 - Website and domain ownership belongs to you (the client), but Dream-Web manages the ongoing website operations, security, maintenance, and content updates under your monthly service plan.
-

12. Support & Maintenance

- Starter/Growth: Basic support during business hours.
 - Enterprise: Priority & 24/7 support.
 - Custom: Support as outlined in your quote.
 - Emergency fixes (server crash, broken pages) are handled as top priority.
 - Ongoing hosting and backups are not included unless stated.
-

13. Third-Party Services

- We use third-party services like GoDaddy, PayFast, and WordPress tools.
 - We are not liable for issues caused by these platforms.
 - We will assist in resolving any third-party problems where possible.
-

14. Privacy & Data Protection

- Your business and contact information will be used only to complete your project.
 - We do not share your information with any third party unless required by law.
 - You are responsible for protecting your own client data if you collect info via your site.
-

15. Marketing Use

- We may display your finished website on our portfolio unless you request otherwise.
 - We may take screenshots or share your homepage as an example of our work.
-

16. Modifications to Terms

- We may update these T&Cs at any time.
 - Changes will be posted on our website and apply from the update date.
 - We recommend checking back occasionally to stay informed.
-

17. Disclaimers & Limitations

- We do not guarantee specific SEO rankings or traffic performance.
 - We are not responsible for downtime caused by your hosting provider.
 - We are not liable for loss of earnings, data, or damages due to delays or tech issues.
-

18. Governing Law

These Terms are governed by the laws of South Africa. Any disputes will be handled in a South African court of law.

19. Contact Us

If you have any questions about these T&Cs, contact us:

- Email: dreamwebemail@gmail.com
- Website: www.dream-web.co.za

Thank you for choosing Dream-Web!