

# BASEKIT DIFM Terms and Conditions T's and C's

Our website design services are governed by our General Terms and Conditions, which outline the scope of responsibilities, liabilities, and warranties. These terms ensure clarity and fairness throughout the project.

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## Terms and Conditions for Website Design and Development Service [↗](#)

### 1. Agreement Overview [↗](#)

- This agreement outlines the terms and conditions between HOSTAFRICA ("the service provider") and \_\_\_\_\_ ("the client").
  - By engaging our services, you agree to these terms.
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### 2. Scope of Services [↗](#)

- **BaseKit** is a website development tool. It is a **drag-and-drop website builder** designed to help individuals and small businesses create websites quickly and without requiring coding skills.
- BaseKit is easy to use but limited in customization and flexibility. It works best for small businesses but isn't ideal for complex projects or larger companies needing advanced features.
- The Service Provider agrees to provide website design services to the Customer as per the selected package detailed below.

#### Basic Site:

- A simple, professional, and functional website to establish an online presence quickly.
- Basic template customization with Predefined color schemes
- Simple logo placement
- Five pages to be created; Home Page, About Page, Services, and Contact Page
- Basic text and image placement
- Contact form
- Basic navigation
- Mobile responsiveness
- Basic social media links
- SEO basic on-page setup

#### E-Commerce Site:

- A feature-rich website tailored to meet business needs - enabling you to take bookings and start selling online quickly.
- Up to 10 custom pages (e.g., Home, About, Services, Blog, Portfolio, Contact, FAQ, etc.)
- Custom design tailored to the brand
- Tailored typography and layouts with dynamic menus
- Custom Scripts
- Content strategy support
- Integration of multimedia (videos, galleries, etc.)
- Advanced forms (e.g., booking or surveys)
- Enhanced mobile optimization
- Social media feeds with Whatsapp Chat
- Basic code integration

- Comprehensive SEO setup
  - site map and schema markup
  - Search Engine page forwarding /indexing
  - Google console-setup
- E-commerce setup with up to 10 products
- Payment gateway integration

### 3. Client Responsibilities [🔗](#)

This section outlines the responsibilities of the customer in a web development project. Here's a refined version for clarity:

"The customer commits to providing:

1. **Website Content:** Well-formatted text to be included on the website.
2. **Visual Media:** Relevant images and videos, if any, for use on the website.
3. **Consultative Support:** Availability for consultations and feedback throughout the project's duration to ensure alignment with their expectations."

### 4. Timeline and Delivery [🔗](#)

Phase	Basic Setup (Days)	E-Commerce (Days)
Project Kickoff	1-2	1-2
Design and Planning	3-5	7-10
Development	5-7	10-24
Testing and QA	2-3	4-7
Client Review/Revisions	2-3	5-7
Launch Phase	1-2	1-4
<b>Total Time</b>	<b>2-3 weeks</b>	<b>4-6 weeks</b>

### 5. Revisions and Approvals [🔗](#)

- After the project is delivered, the customer will be entitled to two revision sessions to ensure their satisfaction and address any adjustments or minor changes needed. These sessions are an opportunity for the customer to provide feedback and refine the final product within the agreed scope of the project.
- Any additional revisions beyond the two sessions will incur extra charges, ensuring a fair and structured approach to project completion.

### 6. Payment Terms [🔗](#)

- Customers will complete payments during the ordering process using the most appropriate payment gateways (e.g., PayPal or mobile money), bank transfers, or automated subscriptions for recurring services.

- Customers make full payment during the ordering process and agree to the terms and conditions, and this payment acts as a trigger to push the project to the next stage. This ensures commitment and readiness to proceed with the service or product delivery.
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## 7. Ownership and Rights [🔗](#)

- Customers retain ownership of the content they provide.
  - By agreeing to the terms and conditions during the ordering process, they also exempt HOSTAFRICA from any liability related to the provided content. This ensures clear boundaries and accountability for both parties.
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## 8. Third-Party Services [🔗](#)

- The packages provided are designed to offer clearly defined services and do not support or include **external integrations**. Customers pay exclusively for the elements listed within their chosen package, such as a Basic Site or an E-Commerce Website.
  - This ensures transparency and helps customers understand **the scope of what is being offered**. Any additional features or integrations outside the package would require separate arrangements, maintaining a straightforward and focused service structure.
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## 9. Maintenance and Support [🔗](#)

- **Basic Setup:** Includes two weeks for minor updates and troubleshooting after delivery.
- **E-Commerce:** This includes a one-month subscription for minor updates and troubleshooting after delivery.

The customer will receive support for any server-related issues affecting the website that are not caused by their activities.

If the issue arises due to the customer's actions, such as unauthorized changes or improper use, **a service fee of Ksh 5,000/=** will be charged for each instance when the issue is raised. This policy ensures fairness and encourages responsible website management by the customer.

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## 10. Termination [🔗](#)

- The design project is offered as a one-time payment, covering the entire scope of the agreed-upon work. However, the customer is subject to the general terms and conditions for related services such as hosting and domain registration.
  - These services require periodic renewal upon expiry to maintain continuity. It is the customer's responsibility to ensure timely renewal to avoid service interruptions, aligning with the policies governing these additional products.
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## 11. Liability and Warranty [🔗](#)

- The customer acknowledges and agrees to refer to the General Terms and Conditions for detailed provisions regarding liabilities, warranties, and other governing terms of the project. These terms outline the responsibilities, limitations, and assurances provided by both parties, ensuring clarity and mutual understanding.
  - We guarantee the delivery of a professionally designed website that meets the agreed-upon specifications. However, the customer is responsible for providing accurate and complete content, including text, images, and videos. While we strive to deliver error-free work, we do not guarantee uninterrupted or error-free functionality and disclaim liability for issues arising from third-party services or customer-provided materials. Customers are encouraged to review these terms for a full understanding of their rights and obligations.
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## 12. Confidentiality [🔗](#)

- We are committed to maintaining the confidentiality of all customer-provided materials, including text, images, videos, and any other sensitive information shared during the project. Such materials will only be used for the purpose of completing the agreed-upon website design and will not be disclosed to unauthorized third parties.
- Customers are encouraged to review our General Terms and Conditions for further details on confidentiality and data handling.

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### 13. Dispute Resolution [🔗](#)

Any disputes arising from the website design project will be addressed in accordance with the General Terms of Service of HOSTAFRICA. These terms provide clear guidelines for resolving disagreements, ensuring a fair and structured process for both parties.

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### 14. Governing Law [🔗](#)

- These terms and conditions are governed by the laws of Kenya. Any disputes or legal matters arising from the agreement shall be subject to the jurisdiction of Kenyan courts, in accordance with applicable local laws and regulations.
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### 15. Amendments [🔗](#)

- These Terms of Service are subject to periodic revisions. Customers are encouraged to review the latest version regularly, as updates will be made available online. Continued use of our services following any changes constitutes acceptance of the revised terms.
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This outline provides a solid foundation for your terms and conditions. Be sure to customize the details (e.g., payment terms, timelines, support duration) to match your specific offerings. For legal compliance, consult with a lawyer to ensure the document aligns with your jurisdiction's regulations.