

SinceCode Website Plans – Promotion Terms & Conditions

Last updated: 19 February 2026

Provider: Sincecode Ltd (“SinceCode”, “we”, “us”, “our”)

Website: sincecode.com

These Terms & Conditions (“Terms”) apply to SinceCode’s “Website Plans” offer (the “Plans”) and any associated statements including “No upfront cost”, “12-month plan”, and “Live in 7 days”.

By placing an order, paying, or using any Plan, you (“Client”, “you”) agree to these Terms, our Privacy Policy, and any checkout summary, order confirmation, or written proposal we issue (together, the “Agreement”). If there is a conflict, the checkout summary/order confirmation will control for pricing and deliverables, and these Terms will control for legal conditions.

0) Consumer and Business Customers

0.1 Business Client means you are buying mainly for purposes relating to your trade, business, craft or profession.

0.2 Consumer means you are an individual buying mainly for personal use (outside your trade/business).

0.3 Where these Terms say “Consumers only” or “Business Clients only”, that clause applies only to that category.

0.4 Nothing in these Terms limits any rights you have that cannot be excluded under applicable law. For Consumers, this includes rights under the Consumer Rights Act 2015 and Consumer Contracts Regulations 2013.

1) Definitions

1.1 Plan means one of:

- Minimum Website (one-page website)
- Starter Website (up to 3 pages)
- Growth Website (up to 5 pages)
- Full Website (7–10 pages)

1.2 Pages means a unique URL/page template built within our chosen platform/content management system. “Sections” within a single page do not count as additional Pages.

1.3 Go Live / Live means the website is published to the agreed domain/subdomain and is accessible to the public.

1.4 Business Days means Monday–Friday excluding UK bank holidays.

1.5 Client Materials means all content/information you provide or request us to use (including copy, images, logos, brand guidelines, testimonials, service lists, addresses, phone numbers, emails, social links, product/service claims, and legal text).

1.6 Third-Party Services means any service not owned/operated by SinceCode (including domain registrars, DNS providers, hosting infrastructure partners, email providers, analytics, cookie tools, plugin vendors, and payment processors).

2) Plan Summary (Deliverables & Inclusions)

2.1 Your Plan includes the items shown at purchase, which may include (depending on Plan): custom page design, mobile responsiveness, hosting, SSL, subdomain, SEO setup, content editor, and support.

2.2 Plan Page Limits

- Minimum Website: 1 page
- Starter Website: up to 3 pages
- Growth Website: up to 5 pages
- Full Website: 7–10 pages

2.3 Custom Design Scope

“Custom” means we create a bespoke layout and styling based on your brand and requirements using our standard platform and workflow. It does not include unlimited bespoke development, custom-coded web applications, or feature sets not described at checkout.

2.4 Not included unless explicitly stated in writing

- Copywriting from scratch
- Photography, videography, custom illustration, extensive branding/logo design
- Advanced SEO (ongoing campaigns, link building, PR, or guaranteed rankings)
- Ecommerce functionality and payment processing unless quoted
- Complex integrations (CRM/ERP/bespoke APIs), membership portals, custom apps unless quoted
- Legal compliance work (GDPR/cookie compliance, accessibility audits, sector-specific regulatory advice)
- Ongoing content creation/marketing services
- Paid plugin/theme/stock licences unless included in writing
- Email inbox hosting unless separately purchased

2.5 Fair Use – Editor & Support

Editor access and support are provided on a fair-use basis for typical small business/personal needs. If requests become excessive or unusually complex (e.g., frequent redesigns, bulk content entry, repeated scope changes, or custom functionality requests), we will notify you and either (a) agree a reasonable schedule, or (b) quote additional fees before continuing.

3) “No Upfront Cost” – Meaning

3.1 “No upfront cost” means there is no separate initial setup fee provided you commit to and remain compliant with the Minimum Term and payment schedule.

3.2 The Plan is a subscription service with a Minimum Term (unless your checkout confirmation says otherwise).

3.3 If the Agreement ends early due to your cancellation or material breach, an early termination/cancellation charge may apply in accordance with Section 9.

4) Term, Renewal, and Price Changes After 12 Months

4.1 Minimum Term: All Plans are sold on a 12-month minimum commitment (“Minimum Term”), unless your checkout/order confirmation states otherwise.

4.2 After the Minimum Term ends, your Plan continues on a rolling monthly (or annual) basis unless cancelled in accordance with Section 9.

4.3 Price Drop after 12 months (Starter, Growth, Full): After the Minimum Term, the price drops to £19.99/month or £200/year, provided:

- (a) your account is in good standing;
- (b) you remain on the same underlying service tier; and
- (c) the reduced price does not include add-ons, custom development, paid licences, or out-of-scope services unless agreed separately.

The reduced rate applies from the next billing cycle after month 12.

4.4 Minimum Website plan pricing: continues at the purchased price unless you upgrade/downgrade or we confirm a change in writing.

4.5 Taxes: Sincecode Ltd is not VAT-registered. No VAT is added to our prices.

4.5 Price changes after the Minimum Term: After the Minimum Term, we may change the recurring fees for the Plans. We will give you at least 30 days’ notice of any change (for example by email and/or in-product notice). Unless you cancel before the change takes effect, the updated fees will apply from your next billing date after the notice period. If you do not agree to the change, you may cancel your Plan to take effect from the end of your current billing period (or, for Consumers, before the change takes effect) in accordance with Section 9.

5) Domains and Subdomains

5.1 Free subdomain: We may provide a free subdomain (format and availability at our discretion). Subdomains remain subject to our platform and provider constraints.

5.2 Free domain on annual payment (first year only): If you choose annual billing where a “free domain” is offered, we will register (or, if you already own the domain, reimburse/credit one standard renewal) one standard domain for the first year only, subject to:

- availability and registrar rules;
- excluding premium/auction domains and certain TLDs with higher costs;
- a cost cap of £20 for the first year (if the domain cost exceeds £20 for the first year, you pay the difference);
- you providing accurate registrant details and completing any required verification steps.

After the first year, domain renewal fees are your responsibility unless we agree otherwise in writing. If the domain remains registered/managed through us, we will invoice you for the renewal cost (and any applicable third-party fees) in advance of renewal.

5.3 Domain ownership & transfer

(a) Subdomains (including formats such as yourcompany.sincecode.com or similar) are owned by SinceCode and cannot be transferred to you or any third party.

(b) Purchased domains (i.e., domains registered via us under the “free domain” offer or otherwise purchased through us) can be transferred to you at any time on request, subject to:

- your account being in good standing and any outstanding invoices being paid;
- registrar transfer rules, verification, and required security steps;
- an administration fee of £30 per requested transfer/ownership change (plus any third-party fees if applicable).

5.4 Domain/DNS delays: Domain registration, DNS propagation, registry holds, and verification requirements are controlled by third parties and may delay launch. We are not liable for third-party domain delays.

6) Hosting, SSL, and Platform

6.1 Hosting and SSL are included while your subscription is active and in good standing.

6.2 We may use third-party infrastructure and may change providers or technical approach for performance, security, or operational reasons, provided the service remains materially equivalent.

6.3 We do not guarantee uninterrupted uptime. Any availability or performance commitments offered by third parties are governed by those third parties.

6.4 If you stop paying or cancel in accordance with Section 9, hosting may be suspended and the website may be taken offline.

7) “Live in 7 Days” – Conditions

7.1 “Live in 7 days” is a target timeline and applies only when all the following conditions are met:

- you complete onboarding and provide all required Client Materials within 24 hours of purchase (or within any timeframe we specify in writing);
- you provide feedback and approvals within 1 Business Day of each request;
- your requirements fit the chosen Plan without Change Requests; and
- there are no third-party delays (including domain/DNS, verification, outages, or platform limitations).

7.2 The “7 days” do not begin until all required Client Materials/content are received from you in the format requested by us, and you have provided any required access/logins and approvals needed to start production.

7.3 If any condition in 7.1 is not met, timelines extend accordingly and we are not liable for missed target dates.

7.4 If you approve launch with placeholder content, you remain responsible for final accuracy and legal compliance of the published website.

8) Client Responsibilities (Content, Approvals, Compliance)

8.1 You must provide accurate, lawful, and non-infringing Client Materials and ensure you have the rights and permissions to use them.

8.2 You must review drafts and the pre-launch website and confirm accuracy of:

- spelling/grammar and factual statements;
- contact details and form routing;
- pricing, offers, claims, and any regulated statements;
- required legal pages/notices (privacy, cookies, terms, disclaimers).

8.3 You are responsible for your business's legal and regulatory compliance, including GDPR/cookie consent requirements, accessibility obligations, consumer law compliance, and any sector-specific rules.

9) Cancellation, Early Termination, Refunds, and Offboarding

9.1 Refunds: Payments are non-refundable except where required by law. This does not affect Consumer statutory rights.

During the Minimum Term

9.2 If you cancel during the Minimum Term, or we terminate due to your material breach or non-payment before the end of the Minimum Term, you must pay a fair early termination/cancellation charge calculated as:

Early Termination Charge = (A) Work Performed + (B) Non-recoverable Costs + (C) Admin Fee – (D) Costs Saved

Where:

(A) Work Performed: the reasonable value of work actually completed up to termination (including onboarding, design, build, configuration), calculated at our standard rates or a reasonable pro-rata proportion of the Plan price for work delivered; plus

(B) Non-recoverable Costs: third-party costs we cannot recover (including domain costs, paid licences purchased for you, and other third-party fees); plus

(C) Admin Fee: a reasonable administration fee (capped at £50, unless higher is justified by exceptional circumstances); minus

(D) Costs Saved: costs we save by not having to provide the remaining months of hosting/support/services.

9.3 We will provide a written breakdown on request. We will not charge more than the total fees that would have been payable for the Minimum Term.

9.4 Chargebacks: If you initiate a chargeback, you must first contact us and allow a reasonable opportunity to resolve the dispute. If a chargeback is upheld due to our fault, you owe nothing further for that disputed amount. If a chargeback is rejected or found to be unjustified, we may recover reasonable costs incurred and unpaid amounts in accordance with this Section 9.

9.5 Annual payments: Annual fees are generally non-refundable once the service begins, except where required by law (including Consumer statutory rights).

After the Minimum Term

9.6 After the Minimum Term: You may cancel your Plan by giving 30 days' notice. Cancellation takes effect at the end of the notice period and/or your current billing period (whichever is later), unless required by law.

9.7 Effect of cancellation (hosting removal): When cancellation takes effect (or if services are suspended/terminated for non-payment or breach), your hosting and SSL provided by us will be removed and the website may be taken offline.

9.8 HTML file handover after Minimum Term: If you have completed the Minimum Term and your account is paid in full at the time cancellation takes effect, we will provide you with a copy of the website's static HTML files (and associated assets reasonably required to render those files, such as CSS/JS/images as available within our platform export capability). This handover:

- is provided as-is without ongoing hosting, setup, or deployment assistance unless agreed separately;
- may not include server-side functionality, databases, forms processing, CMS/editor functionality, or third-party integrations;
- may be subject to third-party platform limitations and licensing restrictions;
- will be delivered via a reasonable electronic method chosen by us.

Consumers only – Cooling-off

9.9 Consumers only (cooling-off): If you are a Consumer purchasing online/at a distance, you may have a legal right to cancel within 14 days. If you request that we start work during the 14-day period, you may be required to pay for services performed up to cancellation. If the service has been fully performed within the 14 days, your right to cancel may be lost where permitted by law.

9.10 No refunds will be provided for:

- change of mind once work has started (except as required by law);
- delays caused by you (including missing materials, delayed feedback, or scope changes);
- third-party costs (domains, paid licences, premium assets, transaction fees);
- services already delivered or milestones approved, subject always to Consumer statutory rights.

10) Revisions, Scope Control, and Change Requests

10.1 Each Plan includes a reasonable number of revisions necessary to complete the agreed Pages. Unless stated otherwise at checkout, revisions are limited to two (2) rounds per Page and must be requested within ten (10) Business Days of receiving a draft for that Page.

10.2 A “revision” means adjustments to an existing design/content direction. A change of direction, new features, new pages, additional page templates, additional functionality, or major redesign requests are Change Requests.

10.3 Change Requests may be quoted separately, may require revised timelines, and may require additional payments before work continues.

11) SEO Setup – No Guarantee

11.1 “SEO setup” includes basic SEO foundations appropriate to the platform, such as reasonable on-page metadata configuration, indexability settings, and submission/visibility support where available.

11.2 We do not guarantee search engine rankings, traffic, lead volume, conversions, or revenue.

12) Support Levels and Priority Support

12.1 Ongoing support includes reasonable assistance with platform use, minor fixes, and guidance relating to the delivered website, subject to fair use.

12.2 Priority support (Growth and Full) means your requests are prioritised ahead of standard support, but it does not guarantee 24/7 availability or a specific response time unless expressly stated in writing.

12.3 We may set support hours, channels, and reasonable response targets. Abuse, harassment, or unreasonable conduct may result in suspension or termination.

13) Content Editor

13.1 The content editor is provided as part of the platform. We are not responsible for limitations, changes, or downtime of the editor platform.

13.2 If you edit the site and cause issues, we may charge to repair/restore beyond minor fixes, or we may require you to revert changes before we provide support.

14) Intellectual Property

14.1 You retain ownership of your pre-existing branding and Client Materials.

14.2 We retain ownership of our pre-existing assets, templates, systems, code libraries, processes, and know-how.

14.3 Subject to full payment and compliance with these Terms, you receive a licence to use the delivered website for your purposes while your subscription remains active. If payment stops or the Agreement ends, access and licences may be suspended or terminated.

14.4 Third-party assets (fonts/plugins/stock) remain subject to their respective licences. You are responsible for ongoing compliance and fees unless included in writing.

14.5 Unless you opt out in writing, you grant us permission to display the work (including your name/logo and screenshots) in our portfolio and marketing after your website goes live, excluding confidential information.

15) Acceptable Use / Prohibited Projects

We may refuse, suspend, or terminate service if your website or requests involve illegal activity; scams; deceptive marketing; hate or harassment; sexual exploitation; child sexual abuse material; malware/phishing; IP infringement/counterfeits; or regulated services without required approvals.

16) Warranties and Disclaimers

16.1 We will perform services with reasonable care and skill.

16.2 Consumers: Nothing in these Terms excludes or limits Consumer statutory rights.

16.3 Business Clients: Except as required by law, services are provided “as is” and we disclaim implied warranties (including fitness for purpose and non-infringement) to the extent permitted by law.

16.4 We are not responsible for:

- errors or omissions in Client Materials;
- your business outcomes (including leads, sales, rankings, or revenue);
- third-party outages, changes, discontinuations, or policy enforcement;
- security issues caused by weak passwords, compromised accounts, or unauthorised access not attributable to our negligence.

17) Limitation of Liability

17.1 Nothing in these Terms limits or excludes liability for: (a) death or personal injury caused by negligence; (b) fraud or fraudulent misrepresentation; or (c) any other liability that cannot be excluded or limited by law.

Consumers

17.2 Consumers: We do not exclude or limit liability where doing so would be unlawful. If we breach this Agreement or fail to use reasonable care and skill, we are responsible for loss or damage you suffer that is a foreseeable and direct result of our breach or failure. We are not responsible for losses that are not foreseeable, or for losses you could have avoided by taking reasonable steps to minimise your loss.

Business Clients

17.3 Business Clients: Subject to 17.1, we will not be liable (whether in contract, tort (including negligence), misrepresentation, restitution or otherwise) for any:

- (a) indirect, incidental, special, exemplary or consequential loss or damage; or
- (b) loss of profit, revenue, contracts, business, opportunity, goodwill, reputation, anticipated savings, or business interruption; or
- (c) loss of, corruption of, or inability to access data, or the cost of recreating data.

17.4 Business Clients: Subject to 17.1, our total aggregate liability arising out of or relating to the Plans (whether in contract, tort (including negligence), misrepresentation, restitution or otherwise) in any rolling 12-month period is limited to the total fees actually paid by you for the relevant Plan in the twelve (12) months immediately preceding the event giving rise to the claim (or, if shorter, the total fees paid to date for that Plan). This cap applies in the aggregate to all claims.

17.5 Third-Party Services: Subject to 17.1 (and clause 17.2 for Consumers), we are not responsible for acts or omissions of Third-Party Services, and we are not liable for outages, delays, availability issues, changes, discontinuations, or performance failures caused by Third-Party Services (including domain registrars, DNS providers, hosting/infrastructure partners, email providers, analytics, cookie tools, plugin vendors, and payment processors).

17.6 Mitigation and remedy: You must notify us of issues promptly and provide reasonable information and cooperation so we can investigate. You must allow a reasonable opportunity for us to remedy any issue. You must take reasonable steps to mitigate any loss or damage you suffer, and you must not incur avoidable costs without our prior written consent where those costs relate to investigating or remedying an issue with the Plans.

17.7 Business Clients: time limit for claims: No claim by a Business Client arising out of or relating to the Plans may be brought more than twelve (12) months after the date the Business Client became aware (or should reasonably have become aware) of the facts giving rise to the claim.

18) Indemnity

18.1 Business Clients only: You will indemnify and hold us harmless against claims, damages, losses, liabilities, costs, and expenses (including reasonable legal fees) arising from your Client Materials, your business activities, infringement of third-party rights, misleading or unlawful claims, or your breach of the Agreement.

18.2 Consumers: This indemnity does not apply except to the extent permitted by law.

19) Data Protection (UK GDPR)

19.1 We process personal data in accordance with our Privacy Policy and applicable data protection law.

19.2 Where we process personal data on your behalf (for example, contact form submissions routed to you), you are responsible for ensuring you have a lawful basis, appropriate notices, and cookie consent where required.

19.3 Where required by law, we will provide and enter into an appropriate Data Processing Addendum.

20) Suspension and Termination

20.1 We may suspend services if you fail to pay, breach these Terms, create legal/security risk, or request prohibited content.

20.2 On suspension or termination, the website may be taken offline and access disabled until the issue is resolved or the Agreement ends.

21) Force Majeure

We are not liable for delays or failures caused by events beyond our reasonable control, including third-party outages, DNS/registry failures, cyber incidents, acts of God, labour disputes, governmental actions, or widespread internet/platform disruptions.

22) Changes to Plans and These Terms

22.1 We may update these Terms, Plan features, or technical implementation to reflect platform changes, legal requirements, security needs, or business operations.

22.2 Notice: We will give reasonable notice of material changes (e.g., by email or in-product notice).

22.3 No material detriment during paid term: Changes will not materially reduce core service functionality for an active paid term without providing a reasonable alternative or workaround.

22.4 Right to cancel for material adverse change: If a change materially and adversely affects you during a paid term and we cannot provide a reasonable alternative, you may cancel and we will refund any prepaid fees for the unused portion of the affected period (where applicable), subject to any non-recoverable third-party costs already incurred specifically for you.

23) Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales. The courts of England and Wales have jurisdiction, subject to any mandatory rights you may have as a Consumer.