

## HTTPS Conversion | Terms and Conditions

In the Terms and Conditions below “The Client” refers to you, the person who places the order for the website to be converted to HTTPS; “The Developer” refers to Fiona Storey, a trading style of The Two Storey Partnership Ltd.

1. The Client warrants that he/she has the authority to make changes and provide access to the website concerned, and has a valid SSL Certificate installed on the website’s server.
2. Before commencement of the project the Client will provide:
  - a. A link to the login page to the Wordpress dashboard of the website to be converted
  - b. A working administrator username and password to provide access to the Wordpress dashboard (we recommend that this be a user that has been specially created for this purpose that can be deleted later)
  - c. Details of where the website is currently hosted and a working username and password to the hosting control panel.
3. Payment must be received in full before work can commence.
4. At the time of order, the website should be fully up to date and functional, with no Wordpress, theme and plugin updates pending.
5. Should the logins provided not allow the necessary access to the Wordpress and hosting control panels, the Client will be notified and asked to provide the correct information within 14 days. This may result in a delay to the delivery of the conversion (see point 7). In the event that the correct information is not submitted within this period, The Developer reserves the right to cancel the order without refund.
6. If there are any concerns that the conversion may cause damage to the website, The Developer reserves the right to refuse to do the work. In this case the Client will be informed of the reason for this decision and will be offered additional services and a quotation to enable the conversion to go ahead. Should the Client not wish to accept this offer a full refund will be provided.
7. The Developer will aim to complete the conversion within 14 days of receipt of the order or of the correct login details (see point 5). If for any reason this will not be possible the Client will be notified, provided with a revised target completion date, and given the option to cancel the order with a full refund.
8. The Developer will not make any changes to the structure or content of the website.
9. The Developer will ensure that a backup copy of the website is made immediately prior to commencing the work to enable the website to be restored to its former state in the unlikely event that the conversion causes any damage to the functionality of the website. The Client will be informed once the conversion has been completed and given 7 days to report any issues with the website. No responsibility for any issues will be accepted by The Developer thereafter.
10. After the 7-day period (point 9) has elapsed or any issues reported that have been caused by the conversion have been resolved, The Developer will delete all records of username and password information that has been provided and all backups taken of the website. We recommend that once the work is complete both passwords be changed and/or the special Wordpress user account created for The Developer be deleted.
11. A specialist plugin will be added to the website to ensure visitors are always redirected to your website via a secure connection and to force the search engines to index the HTTPS version of your website. Deactivating or deleting this plugin could result in visitors connecting to your website via a non-secure connection.

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