



designhub.  
web studio

# Design Service Agreement

*Web and Graphic Design Services*

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**Between  
DesignHub**

(0526 GRAPHIC & WEB DESIGN CC  
hereafter referred to as DESIGNHUB)  
Registration No: 2005/070969/23

**And  
The Client**

(Hereafter referred to  
as THE CLIENT)



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# SERVICE Agreement

Between

**DESIGNHUB**

(0526 GRAPHIC & WEB DESIGN CC hereafter referred to as DESIGNHUB)

Registration No: 2005/070969/23

**ADDRESS:**

PostNet Suite 155, Private Bag X19

Durbanville, 7551

and

**THE CLIENT**

(Hereafter referred to as THE CLIENT)

for

**WEB AND GRAPHIC DESIGN SERVICES**

## PURPOSE

The purpose of this agreement is to establish the terms under which DESIGNHUB will offer design and related services to THE CLIENT.

## SCOPE OF AGREEMENT

The scope of the agreement is to cover all design related work offered to THE CLIENT by DESIGNHUB.

## OBLIGATIONS

### DesignHub Obligations

To complete the project within the designated time-period, using the content provided by THE CLIENT.

- To provide THE CLIENT feedback on project milestones.

### Client Obligations

- To provide DESIGNHUB with the required content, in the correct format, within the stipulated time-period, in order for the project to commence.
- To provide feedback to DESIGNHUB within the stipulated time-period from receipt of the project.
- To settle all outstanding Invoices on/before the due date indicated on the Invoice.

# GENERAL TERMS AND CONDITIONS

## Terms of Agreement

### General:

- Upon acceptance of the quotation an Invoice for the full project amount will be generated.
- A non-refundable payment, as stipulated on quotation, is required on acceptance of the quotation. This payment will serve as a deposit.
- The balance of the Invoice is payable on completion of the project or within 14 days of the proof/sample being provided (whichever comes first).
- Quotations are valid for the period indicated on the quotation.
- Payment of the required deposit is acknowledgement and approval of the quotation and all the associated terms and conditions, even without signing.
- Payment of the required deposit is also an acknowledgement and acceptance of the Design Service Agreement.
- Upon receipt of the required deposit the project will be added to our work schedule and only once all the content has been provided will the project commence.
- The client will be informed of the time frame for completion once all content has been received.
- Clients are requested to provide content within 14 days of the deposit being paid, failure to do so will result in the project being placed On Hold. On Hold projects will incur an additional R740.00 "wake-up" fee.
- Projects dormant for longer than 12 Months will be considered as COMPLETED and all monies paid will be forfeited.
- Clients are required to provide ALL COPY/CONTENT for the project.
- All required information is to be supplied in an electronic format, either via e-mail, Dropbox or WeTransfer link.
- Additional editing and type-setting fees will be charged for content not provided in the correct format.
- 600 words constitutes a Web Page. Should a single web page exceed 600 words, this will result in additional pages and will be charged for accordingly.
- Sites are designed using an English Language CMS, non-English Language sites may incur additional charges.

- External hosting clients should take note that any additional time spent for technical support, eg. loading website on external servers and/or database configuration, but not limited to, will incur additional costs. **Free Hosting with us for a period up to 1 Year is included in the quotation.**
- Working with requested external third parties eg. Designers, Developers, Marketers, PR agents etc may incur additional charges, due to the additional time required to coordinate with them on the project.
- All projects allow for ONE CALL-BACK and one revision round. We suggest that feedback is consolidated, as to not incur additional costs.
- Clients are requested to provide feedback in writing (via e-mail) within 7 days of the proof/sample being provided, failure to do so will result in the project being concluded and any outstanding payments will become due. If you are unable to keep to the 7-day feedback time allocated, please bring this to our attention, so that arrangements can be made in this regard.
- After the callback, additional editing costs are charged per hour. Our current rate is R740.00/hour billed in 15-minute increments. See other rates below.
- Projects are considered finalised when written approval has been received and all outstanding invoices have been settled (if any).

## WordPress & eCommerce Websites:

- DesignHub will determine the Theme and compatible Builder to be used for the site development.
- Should a specific theme be required, it must be purchased by the client and must utilise a Builder approved by DesignHub.
- Functionality is based on the theme selected and compatible plugins.
- Design is based on current theme design Brand Guide i.e. logo position, colours and fonts.
- The site flow will follow that of the structure of the theme.
- Site is scalable within the parameters of the theme.
- Payment Gateway will be based on available gateways within the theme options.
- SEO involves installing the most recent plugin and adjusting meta descriptions, alt tags, and featured images exclusively.

## Multiple Page WordPress Websites:

- The Multiple Page WordPress Website is also referred to as the Five-Page Website, Content Management System Website, The Accelerator Website or the Online Shop, Content Management System Website with Online Shop, The PowerHouse Website.

- The Five-Page and Online Shop Website Terms and Conditions include all the above. Below are additional specifications:
- The Five-Page Website consists of 5 static web pages. Example pages would be Home, About, Services, Gallery, Contact page. A page consists of no more than 600 words. A minimum of 300 words are recommended by search engines. Additional pages can be added.
- The Online Shop Website consist of a minimum of 5 static web pages and all associated shop pages, ie Shop, Product page, Checkout, Cart, Wishlist and Account Page. Additional pages can be added.
- Standard Hosting: One (1) .co.za domain name (subject to availability or variation will be suggested) and website hosting for 12 months – the first year’s domain name and hosting is included, unless specified differently in the quotation. (Please note that thereafter it is payable at R1440 per annum for hosting and R105 per annum for .co.za domain name renewal. Please inquire with us, should you require a different hosting package.) *The Standard hosting package costs and details can change without notice – all rights reserved.*
- Up to 100 Mailboxes (Webmail access, details to be emailed to you once all accounts have been settled and upon request) and 10 GB Storage. (Please note that this number of mailboxes and storage space is dependent on the Standard hosting package included in your quotation. Please feel free to enquire should you require a different hosting package.)
- Backend Access (Details to be emailed to you once all accounts have been settled and upon request).
- Clients are to supply: Company logo (high resolution), the completed DESIGNHUB Briefing Document, which also contains all page information text, proofed and ready to use on the site as well as all client images to be used on the site. It may also require the product information and Merchant information as needed for the Online Shop.
- Imaging: Imaging used can be supplied by the client (in high resolution), alternatively DESIGNHUB will provide up to five (5) stock images of their carte blanche choosing deemed fit for the company and what it is about. We can supply additional medium to high resolution stock images from a reputable image bank at R185 per image. DESIGNHUB reserves all rights to placing such image and no swop-outs allowed. Should the client prefer a different image, the client must please supply a high resolution purchased stock image or from own image gallery. Once our stock image has been approved by the client, DESIGNHUB will purchase it. Should the choice in image change thereafter, additional costs may apply to purchase a second-round image.
- Any Add-on Module can be added to the Multiple Page Website at additional tariffs. Please see Additional Modules section further below.
- ALL INFO CAN BE EMAILED TO [studio@designhub.digital](mailto:studio@designhub.digital) or a dropbox/wetransfer link can be sent, maximum 5MB.

## Multi-section One-Page WordPress Websites:

- The Multi-section single-page website is also referred to as the One-Page Website, Content Management System Scrolling Website, Scrolling all-in-one WordPress CMS Website or Sleekstarter Website.
- The One-Page Website Terms and Conditions include all the above. Below are additional specifications:
- The One-Page Website consists of 5 sections on one web page, namely an Intro imaging section, an About paragraph section (300 words max), Services listing section (minimum 3 to a maximum of 6 services with a brief, one sentence description (not exceeding 100 words) for each) and a Contact detail section. Also included are the navigation bar / Menu, a condensed Contact Form, a Favicon, Social Media links and Copyright Footer section. These sections are all on one webpage, layered underneath each other with a scroll effect.
- Standard Hosting: One (1) .co.za domain name (subject to availability or variation will be suggested) and website hosting for 12 months – the first year's domain name and hosting is included, unless specified differently in the quotation. (Please note that thereafter it is payable at R1440 per annum for hosting and R105 per annum for .co.za domain name renewal. Please inquire with us, should you require a different hosting package.) *The Standard Plus hosting package costs and details can change without notice – all rights reserved.*
- Up to 100 Mailboxes (Webmail access, details to be emailed to you once all accounts have been settled and upon request) and 10 GB Storage. (Please note that this number of mailboxes and storage space is dependent on the Standard hosting package included in your quotation. Please feel free to enquire should you require a different hosting package.)
- Backend Access (Details to be emailed to you once all accounts have been settled and upon request).
- Clients are to supply: The completed DESIGNHUB Briefing Document with the following information - The Company logo (high resolution), Company Credo: one paragraph to sum up what your company is About, a List of the Services and short, one sentence descriptions (minimum 3 to a maximum of 6 services with a brief, one sentence description (not exceeding 100 words) for each), the Company contact details (Postal or Physical Address, Contact Number, Main email address) and the Company's social media page details (If you have no social pages, these options will be omitted from the design). Please ensure all text content provided has been proof-read and is the final content to be used on the site. The completed document can be emailed to DESIGNHUB.
- Imaging: Imaging used can be supplied by THE CLIENT (high resolution), alternatively DESIGNHUB will provide one (1) stock image of their carte blanche choosing deemed fit for the company and what it is about. DESIGNHUB reserves all rights to placing such image and no swop-outs allowed. Should THE CLIENT prefer a different image, THE CLIENT must please supply a high resolution purchased stock

image or from own image gallery. We can supply medium to high resolution images from a reputable image bank at R185 per image.

- The One-Page Website framework caters for no more than 3 images. Additional images, galleries, sliders or portfolios to be added, will incur additional cost and may result in a new quotation for a multipage site to be setup.
- Any additional alterations or add-on's like google map, captcha form, galleries, imaging sliders, pages, blogs etc will be quoted for over and above this promotion, unless a current promotion includes it.
- Any Add-on Module can be added to the One-Page Website at additional tariffs. Please see Additional Modules section below.
- ALL INFO CAN BE EMAILED TO [studio@designhub.digital](mailto:studio@designhub.digital) or a dropbox/wetransfer link can be sent, maximum 5MB.

## Additional Modules:

To keep our quotations as affordable as possible, the following items are optional extras (if required):

- Telephonic/Zoom/Telephonic Conference Room Meetings: R370 per 30 min
- Any Telephonic Consultations (longer than 15 mins): R185 per 15 min
- AnyDesk Support (Out of Scope Requests): R185 per 15 min
- Stock Images (from DesignHub Image Bank): R185 per image
- Additional Web page (No more than 600 words): R545/page (Excluding One-page, Multi-section Scrolling CMS, The Sleekstarter sites)
- Additional Development per page (Non-Standard Text Pages): R740/hour
- Additional HTML/CSS tweaking (customized contact form): R740/hour
- Digitizing Content: R740/hour
- Logo vectorizing / additional tweaking / adding effects: R740/hour
- Custom back-end CMS Mini-tutorial (Theme related): R740/hour

## Organisations

This agreement is between DESIGNHUB and THE CLIENT.

## Termination Date

There is no specified termination date and this agreement will terminate when either party to this agreement provides notice of termination or the agreed upon outcomes has been met.

## Refunds & Cancellation

Either party has seven (7) days from the date on which the required deposit was paid to cancel this agreement. On cancellation all monies paid will be refunded, on condition that no work has been done. In cases where work has been done, the value of the work done will be deducted from the amount refunded.

After seven (7) days the deposit paid on commencement of project is not refundable and should the project be cancelled prior to completion, the total value of work completed will be payable, less the deposit already paid.

## Confidentiality

Each party ("Receiving Party") agrees to treat as confidential all information received from the other party ("Disclosing Party") that is identified as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure, including but not limited to business operations, strategies, pricing, project materials, technical data, and client information ("Confidential Information").

The Receiving Party shall not disclose the Disclosing Party's Confidential Information to any third party without prior written consent and shall use such information only for the purpose of performing its obligations under this Agreement.

Confidential Information does not include information that:

- (a) is or becomes publicly available through no fault of the Receiving Party;
- (b) is lawfully obtained by the Receiving Party from a third party without restriction;

(c) is independently developed by the Receiving Party without use of the Disclosing Party's Confidential Information; or

(d) is required to be disclosed by law or regulatory authority, provided that the Receiving Party gives the Disclosing Party prompt notice to allow the Disclosing Party to seek a protective order or otherwise contest the disclosure.

The obligations in this clause shall survive termination or expiry of this Agreement for a period of two (2) years.

## Payment Terms

A 70% Deposit (or other specified amount) is required prior to the commencement of the agreement. The payment of said deposit will constitute an acceptance of this agreement and all associated terms. THE CLIENT will be Invoiced by DESIGNHUB for the required deposit.

The balance of the deposit, plus any other additional charges will be due on completion of the project or on/before the Due Date of the Invoice (whichever comes first). Any/All access details, open files etc. related to the project which this design agreements governs will be provided to THE CLIENT on receipt of the payment of the final Invoice.

SIGNED AT \_\_\_\_\_ ON THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 20\_\_.

## DESIGNHUB

\_\_\_\_\_  
FULL NAME (Representative)

\_\_\_\_\_  
SIGNATURE

## THE CLIENT

-----  
FULL NAME (Representative)

-----  
SIGNATURE

## WITNESSES:

1. -----

2. -----

# Service Offering



## Website Design

We create visually appealing and functional websites that engage and inform.



## Hosting

We offer reliable and affordable hosting services, ensuring your website is in good hands. Transfers welcome!



## Web Maintenance

Keep your website running smoothly with regular site maintenance - monthly or once-off fixes.



## Bulk Email Marketing

Our digital messaging platform, MyMail.africa, helps you to communicate with your clients with marketing & promotional or transactional emails.



## Graphic Design

We offer our web clients Print and digital design services - we can assist with Brand Identity, Print literature designs, Bulk Email Templates, Social Advertisements and more.





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# Contact Information



Call +27 21 202 2434



studio@designhub.digital  
www.designhub.digital



Online from Durbanville,  
Cape Town, South Africa

**Email Support 24/7**

