



## **Terms and Conditions**

By engaging AUCA MEDIA for website, IT, marketing, or digital support services, you agree to the following terms and conditions.

### **Scope of services**

Services may include website development, website maintenance, IT support, account recovery assistance, marketing updates, platform setup, and general digital support. The exact scope may vary depending on the project or support requested.

### **Fees and payment**

All services are chargeable unless otherwise agreed in writing. Invoices are payable within 7 days of issue unless stated otherwise. Late or unpaid invoices may result in suspension of services.

### **Ad hoc and retrospective work**

Ad hoc support and emergency assistance, including IT recovery and troubleshooting, may be invoiced retrospectively. Where no prior hourly agreement exists, charges may be applied as a fixed professional fee based on work carried out.

### **Access and ownership**

Website files, hosting environments, third party platforms, and associated accounts remain under AUCA MEDIA management until all outstanding invoices are paid in full. Full access credentials and administrative control will be provided once payment has been received.

### **Suspension of services**

AUCA MEDIA reserves the right to suspend websites, services, or platform access in the event of outstanding payments. Suspension may include temporary disconnection from hosting or third party services.

### **Reconnection fee**

If a website or service is disconnected due to non payment, a reconnection and restoration fee of £150 will apply, payable before services are reinstated.

**Handover of credentials**

A full handover of login details and access information will be provided once all balances are settled. AUCA MEDIA is not obligated to release credentials while invoices remain unpaid.

**Liability**

While reasonable care is taken, AUCA MEDIA is not liable for losses resulting from third party platform failures, security breaches, hacking incidents, or actions outside of its direct control.

**Termination**

Either party may end services at any time. Any outstanding work completed up to the termination date remains payable.

**Governing law**

These terms are governed by the laws of England and Wales.