



MICROLASAN TECHNOLOGIES™

This document contains all the necessary policies that have been put in place by the Microlasan Technologies website and web-app development body, under which it shall operate

MICROLASAN TECHNOLOGIES

WEB-DEVELOPMENT POLICY

Innovative Technology Inventions

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I. Privacy Policy

We respect your privacy and are committed to protecting your personal information. We will not share your information with third parties unless required by law or authorized by you. Any information we collect will be used to manage your services and showcase our work (e.g., in an online portfolio).

II. Ownership of Website Design

Upon completing a custom website design and receiving full payment, the client becomes the owner of the commissioned website. You may use the website to promote your organization or business regardless of whether you continue using our services. However, you may not resell the design or parts of it to other companies. You may add pages to your site or have another company do so, but reusing our work for another design project that credits a different company is prohibited.

III. Ownership of Website Domain Name

Website domain names are leased from domain registration companies. When we register a domain name for you, it will be under your name. After settling any outstanding fees, the domain name is yours to use regardless of whether you continue our services. Domain renewal and associated fees are your responsibility. If we handle domain renewal for you, an additional service fee will apply. Always monitor renewal dates to avoid expiration, as we cannot be held liable for expired domain names.

IV. Ownership and Copyright

Clients must provide all text, images, and content for their websites unless our content development services are requested. You must have legal rights or permissions to use all materials you submit. We are not responsible for verifying your ownership or for any copyright infringements. Please do not send irreplaceable items, as we cannot guarantee their return.

V. Project Initiation

To start a project, you must:

1. Submit a signed or electronic signup form.
2. Pay 50% of the design and development fees (or full payment if the total fee is less than K3,000).
3. Provide required materials, such as your logo or specific design elements.

VI. Project Timeliness Requirements for Clients

Timely feedback and content submission from clients are essential for project progress. If delays occur due to unresponsiveness, the following default actions may apply:

- **Mock-up Feedback:** If you fail to provide feedback within ten business days, the design is deemed approved. Changes requested later may incur additional fees.
- **Sitemaps or Page Names:** If you don't provide page names within ten business days, we will assign them. Changes to these later may incur fees.
- **Logos or Photos:** If required items are not submitted within ten business days, we may use placeholders. Changes to placeholders may also incur fees.
- **Text Content:** Placeholder text will be used if text for pages is not submitted within ten business days. Clients can update the content later using the Content Management System (CMS).

VII. How Content May Be Submitted

All content must be submitted electronically via email. Text should be selectable (not in image format), and all files must be clearly labeled with the corresponding page name. Paper documents, fax submissions, or non-digital formats are only allowed with prior approval and may incur extra charges.

VIII. How Much Content May Be Submitted Per Page

To maintain efficient load times and adhere to design standards, the following limits apply:

- **Text:** Up to 2,000 words per page if no images, tables, or graphics are included.
- **Photos:** A maximum of six photos per page or ten for a photo gallery page. If your content exceeds these limits, additional web pages must be purchased.

IX. How Revisions to a Website Design Are Handled

Design revisions during the mock-up phase are included at no extra cost. Any preferences or requirements (e.g., color schemes, layout, functionality) must be specified during the initial signup. After the mock-up phase, changes are billed at K200 per hour. If the design doesn't align with your initial specifications, we will make adjustments at no cost.

X. Designs for Subpages

Unless specified in your contract, subpages will use the same layout as the home page. Subpage mock-ups are not provided. Formatting requests will be considered but are not guaranteed unless agreed upon during the initial contract, and additional fees may apply.

XI. How Website Update Requests/Maintenance Requests Are Handled

Clients with maintenance plans receive discounted rates for updates. Basic maintenance (e.g., adding text or a few photos) is typically completed within three to four business days. Requests beyond the plan's scope are billed at K100 per hour if approved. Clients without a plan are billed at K200 per hour. Maintenance plans can be cancelled anytime.

XII. How Technical Support Is Handled

Clients hosting websites with us receive 24/7 emergency technical support. For hosting outages, leave a voicemail, and a technician will assist you. Technical support does not cover individual computer issues or third-party products. Clients must set up their email accounts independently using the provided credentials.

XIII. A Client's Role in Security

Clients using our hosting services must keep website software (e.g., WordPress, plugins) up to date to maintain security. Secure passwords (minimum eight characters, including uppercase, lowercase, numbers, and symbols) are mandatory. Failure to follow these practices may result in account termination.

XIV. Payment Policies

- **Initial Payment:** 50% of project fees are due upon initiation. Remaining balances are due within five business days of project completion.
- **Late Fees:** Unpaid balances after ten business days incur a 10% penalty. Balances unpaid after 30 days are reported to credit bureaus and after 60 days to collection agencies.
- **Monthly Fees:** Hosting and maintenance fees are due within 20 days. Late payments incur a 10% penalty.

XV. Billing Errors

Report billing errors immediately. Refunds for overpayments are limited to three months. Undercharges may also be billed within three months.

XVI. Search Engine Optimization and Marketing Plans

Our marketing plans, including SEO and social media management, require a three-month minimum. Afterward, they convert to month-to-month plans, cancellable with 45 days' written notice. Services are tailored to client needs and must be specified in the agreement.

XVII. Quality Guarantee

We strive for high-quality services. However, regular testing of your website and services is your responsibility. Report any issues immediately. Additional changes due to third-party issues or client errors may incur charges.

XVIII. Termination of Services

Clients can terminate services by submitting a written request. Fees will apply for work already completed. Refunds, if any, will depend on the project's progress at the time of cancellation.

XIX. Third-Party Vendors

Microlasan Technologies may use third-party vendors to provide certain services. While we aim for seamless service, we cannot control third-party actions or guarantee their performance.

XX. Refusal of Service

We reserve the right to refuse service if a client violates our policies, fails to cooperate, or engages in unethical behaviour.

XXI. Disclaimer

Microlasan Technologies cannot be held liable for losses or damages resulting from our services. We are not responsible for issues caused by third-party services, software incompatibility, or client errors.

XXII. Changes to Terms of Service

These terms are subject to change. Clients will be notified of updates. Continued use of our services constitutes agreement to the revised terms.