

 **Terms and Conditions**

*Effective Date: April 18, 2025*

These Terms and Conditions ("Terms") govern the services provided by **SmartStart Web Design, LLC** ("we," "us," or "our") to you ("Client" or "you") related to website design and development.

By purchasing or engaging our services, you agree to these Terms.

**1. Services Provided**

We offer website design and development services exclusively using the **Wix** platform. Our services include site setup, design customization, mobile optimization, and training to help you manage your website with confidence.

**2. Third-Party Platform Use (Wix)**

Your website will be built on **Wix**, a third-party website platform. You will be required to create a Wix account and agree to Wix’s terms of use and privacy policy.

**SmartStart Web Design, LLC** is not responsible for any changes made by Wix, including pricing, features, or service availability. You are responsible for maintaining your Wix subscription after the website is completed and delivered.

**3. Ownership and Access**

Upon project completion and full payment, you will receive full ownership and access to your Wix website and all its contents. You will manage your own account, billing, and any future changes unless ongoing services are agreed upon separately.

**4. Payment Terms**

**Full payment is required upfront** before any design work begins. Work will not commence until payment is received in full. This secures your project on our schedule and covers the time and resources dedicated to your site.

Payments are non-refundable once work has started.

**5. Client Responsibilities**

You agree to provide timely content, images, feedback, and access needed to complete your website. Delays in providing requested items may impact project timelines.

You are also responsible for the ongoing maintenance and content updates of your website unless a maintenance plan is purchased.

**6. Revisions & Scope**

Your project includes a defined number of design revisions. Additional changes beyond the agreed scope or after approval of the final design may incur additional fees.

**7. Training & Support**

We provide personalized one-on-one training sessions to help you confidently manage your Wix website. Ongoing support services are available as an optional add-on.

**8. Cancellations & Refunds**

Because of the custom nature of website design, all payments are non-refundable once work has begun. If you cancel the project mid-way, you may be charged for work completed to date.

**9. Limitation of Liability**

**SmartStart Web Design, LLC** is not liable for any loss of business, revenue, or data due to issues with Wix, third-party applications, or user error after the site is delivered.

**10. Changes to These Terms**

We may update these Terms at any time. The current version will always be made available upon request or on our website.

**Contact Us**

If you have any questions regarding these Terms, please contact:

**SmartStart Web Design, LLC**
📧 Email: **info@smartstartwd.com**