



The Do It for Me (DIFM) service offered by Webhealer gives you the customer the ability to have their website built for them using one of our existing templates and to save you the workload of using the editor to design and build a website.

The DIFM solution is not a replacement to our bespoke offering. Our bespoke offering is where a completely unique website is created for you whereas DIFM involves the use of an existing template, with certain customisations available (within the limitations of the template itself - e.g. images, text, colour scheme) and with text you have provided included within.

Before charging you for our service, WebHealer will provide you with a series of these design options to select from. Once you have selected the design & accepted the terms below, we will proceed to charge your card and begin the design process.

What WebHealer will do:

- Build up to 5 pages for you using the selected template and the page titles you require
- Insert, design and style the information (text, images, etc.) provided by you into the template of your choice, reformatting things as required
- Provide up to 3 rounds of revisions for the website
- Provide prompt service upon receiving your questionnaire submission and go through revisions with you during the process. Please note that **one month from your sign-up date** (the date on which you paid for the design service) or upon publication of your website (whichever comes first) the monthly hosting fee begins whether the website is ready to be published or not. We will use the card provided for the initial webdesign payment if not provided with another payment method.

What you as our customer will provide:

- Content for your website. Based on our questionnaire and follow up emails, you will be required to provide us with the information to be placed on your website. Including by not limited to: Name / Phone / Email / Address / Bio / About text / FAQ text / Pricing info etc.
- Where you have an existing website and this content is freely available therein, we will attempt to copy this information based on your instruction to do so.

Copywriting Service:

If you are availing of our copywriting service, we will offer a maximum of three rounds of revisions to the text.

Refunds:

There are 2 fees involved in the DIFM solution: An upfront setup fee which covers the creation of your website, as well as our ongoing hosting fee which is billed monthly, quarterly or annually.

A refund is only possible when no revisions have been requested. If WebHealer provide a first draft of your website and you are unhappy with the work completed, you are entitled to a **full refund**. If you request any revisions to this work, no refund will be due thereafter. If you do cancel the service in advance of the website going live, you will not be liable for any monthly fees and your information will be deleted from our servers.

Limitations:

Acceptance of these terms indicates that you as the client have satisfied yourself as to the technical capabilities of the WebHealer platform. If you have a specific functionality request, you have spoken to us about this in advance of accepting these terms and conditions and are satisfied the solution will provide you with the functionality you require from your website.

Please note: All prices are subject to 20% VAT.