



Website Design Service Terms and Conditions

Updated: 10/15/08

By signing a contract with Otterpup Designs, you agree to these terms and conditions.

Payment of your hosting or other charges and any subsequent billing acknowledges your acceptance of these terms. These terms are subject to change without prior notice. While we will deliver notice of changes or updates to these policies, it is your responsibility to periodically check this page for any updates or changes.

1. All payments will only be received in US Dollars.
2. Electronic invoices for design, website maintenance and other non-hosting services are issued upon completion of the work or service and then on the 1st Wednesday of each month when there is an outstanding balance.
3. Invoices are sent Via e-mail to the administrative contact on file with Otterpup Designs. If you want to have your invoice mailed to you through the United States Postal Service, you must request this in writing within 15 days before the first Wednesday of the billing month. There is a \$10.00 monthly fee for paper invoicing.
4. All payments on contracts are due on or before the 3rd Wednesday of the month. Payments from invoices are due on the specified due date (usually 15 days from the invoice date). Payments are considered late if they are received after 5:00 pm (Central Standard Time) on the due date. There is a \$30 late fee for for late payments.
5. The minimum payment due for each month is 1/3 (one-third) of the remaining balance on the account. There is a \$25 fee for paying less than the minimum amount due. If the remaining balance is less than \$100, then the entire remaining balance becomes the minimum amount due.
6. A payment plan can be constructed and agreed upon if the monthly fee of 1/3 of the remaining balance is greater than \$500.
7. Payments made by check will not be credited to your account until check has cleared and been confirmed.
8. Accounts 60 days or more past due will be turned over for collection.
9. Otterpup Designs reserves the right to refuse web host transfer assistance if unpaid past due balance exceeds 30 days.
10. Otterpup Designs reserves the right to discontinue all services to any account that has had three or more late payments in any 12-month period. Refunds will not be granted in the event that an account has had three or more late payments resulting in discontinued services.
11. All payments made to Otterpup Designs for web hosting contracts are non-refundable.
12. There is a \$50 fee for returned checks
13. Payments over \$500.00 being made via PayPal will be assessed a 2.9% processing fee. .
14. There is no set term for multimedia development contracts. After the initial contract is completed, all work will be billed monthly according to the terms listed above. All services provided after the contract work has been completed will be billed according to the Otterpup Designs Hourly Rates.