

Standard Terms and Conditions of Service

These Terms and Conditions ("Terms") govern the web design, development, and related services provided by **Lucky Sen Web Design (luckysen.in)** ("Agency", "We", or "Us") to any individual or business entity ("Client" or "You") who engages our services.

By accepting a quote, proposal, or paying an initial invoice provided by the Agency, you acknowledge that you have read, understood, and agreed to these Terms.

1. Scope of Work

The exact services to be provided will be detailed in the official project proposal or invoice shared with the Client. If the Client requests new features, pages, or complex functionality outside of the original agreed-upon proposal (commonly known as "scope creep"), the Agency will provide a separate quote and timeline for the additional work.

2. Domains, Hosting, and Maintenance Policies

To ensure transparency regarding how websites operate, the following standard policies apply to all projects:

- **Domain Names:** The Client is strictly responsible for purchasing, registering, and renewing their own domain name (e.g., [suspicious link removed]). The Agency does not own or manage Client domains unless explicitly stated in a separate agreement.
- **Web Hosting & Deployment:** Standard static website deployment (via platforms like Netlify or Vercel) is included within our standard design packages. If the Client requires advanced, backend, or premium hosting services outside of standard traffic limits, a separate monthly fee will be discussed and applied.
- **Maintenance:** Routine structural updates, extensive content changes, and ongoing long-term support are not included after the project is launched unless the Client subscribes to a separate Monthly Maintenance Plan.

3. Revisions and Feedback

To keep projects moving efficiently and hit our fast launch deadlines (ranging from 48 hours to 1 week depending on the package), our projects include a strict number of revision rounds:

- **Starter Package:** Includes up to 2 dedicated rounds of revisions.
- **Business Package:** Includes up to 7 minor rounds of revisions.
- A "round" consists of the Client consolidating all design and functional feedback into a single communication or document.
- Revisions cover minor text changes, color adjustments, image replacements, and minor

layout tweaks.

- Once the included revision rounds are exhausted, any further changes will be billed at our standard hourly rate of ₹699 per hour.

4. Client Responsibilities & Delays

The success of the project relies on the Client providing necessary materials, including text, high-resolution images, logos, and branding guidelines.

- If the Client fails to provide necessary content within **14 days** of a formal request, the project may be paused to accommodate other clients.
- Prolonged delays (exceeding 30 days) caused by the Client failing to provide feedback or content may result in a project restart fee, or the project being marked as complete and invoiced based on the work done thus far.

5. Standard Payment Terms

Unless otherwise specified in a custom proposal, our standard payment structure is as follows:

- **50% Non-Refundable Deposit:** Required before any design, development, or strategic work begins. This secures your spot in our fast-delivery production schedule.
- **50% Final Payment:** Required upon project completion, *strictly before* the website is launched to a live domain or the final source code is handed over.
- **Late Fees:** Invoices unpaid past 7 days of the due date will incur a **5%** late fee per month.

6. Copyright and Intellectual Property

- **During Development:** The Agency retains all copyright and ownership of the design, code, drafts, and assets until the final invoice is paid in full.
- **After Final Payment:** Upon clearing all dues, complete ownership of the final website design and custom code is transferred to the Client.
- **Portfolio Rights:** The Agency retains the right to display screenshots, links, and case studies of the completed website in our portfolio, social media, and marketing materials.

7. Liability and Warranties

- **Third-Party Services:** The Agency often integrates third-party tools (like Netlify, Vercel, Google Fonts, booking widgets, payment gateways, etc.). We are not legally liable for any downtime, data breaches, or loss of revenue caused by the failure, changes, or discontinuation of these third-party platforms.
- **Post-Launch Support:** The Agency provides a **15-day** bug-fixing and support window after the site goes live to ensure everything functions as intended. After this period, any requested fixes, updates, or technical support will be billed at our hourly rate or covered under a custom maintenance plan.
- **SEO & Traffic:** While we build websites using modern, search-engine-friendly practices and basic/local SEO setups, we do not guarantee specific rankings on Google, nor do we

guarantee specific traffic, lead, or sales numbers.

8. Cancellations and Refunds

If the Client chooses to cancel the project after work has commenced, the initial 50% deposit is non-refundable. If the amount of work completed at the time of cancellation exceeds the deposit amount, the Client will be invoiced for the remaining uncompensated hours at our standard hourly rate.

Last Updated: March 2026