



TIMESCALES / PRICING TERMS – 01/01/2023

Changes / additions are now undertaken based upon the requested level of job priority and must be booked based upon this.

All priority options are subject to time availability and cannot be guaranteed. Guidance will be provided as to the feasibility within a requested priority slot, and if not possible, the next slot will be advised for when work can begin.

Changes should be submitted via email in one batch when the request is made to ensure accurate quoting and planning so that all changes can be made within the one job timescale and service fee. These requests should be clearly instructed and documented to reduce potential delays and minimise possible charges for additional time used to clarify the requirements. Curtasoft reserve the right to reschedule and re-prioritise the job if delays stop it from being started.

Delays that are caused from additionally requested information not being provided, whilst work is under way, will be subject to continued fees at half the hourly fee for each hour the delay occurs up to 3 hours. After 3 office hours of delays Curtasoft reserves the right to reschedule the job into another timeslot. Fees accrued up until rescheduling will be charged at chosen priority fee. Fees would be adjusted to the applicable priority thereafter.

Separate submissions will be treated as a new job and will be subject to new priority status, pricing, timescales and availability.

Booking times are outlined below (shown on pg3 & pg4) for guidance on what constitutes the current or next working day; these are used as the starting point for priority requests. Submissions before the given time are defined as that working day; submissions after this time are defined as next working day.

A one hour grace period for additional submissions may be considered and granted unless a job is already being undertaken such as an urgent priority. This grace period is subject to quantity and / or complexity of the new additions and there is no guarantee it will be included; this will be discussed at the time.

A price and timescale will be approximated based upon the requirements; work will not be undertaken unless these are accepted and agreed upon. This may affect timescales depending upon the speed of reply.

Curtasoft reserve the right to delegate work into less urgent priority slots if the submission is considered to be excessive in quantity. This will be discussed at the time.

The 'Availability service fee' (shown on pg2 & pg3) is a one-off fee per job based upon the required priority level.

Support information and pricing can be found on pages 4 & 5.



*Priority timescale days (shown on pg2 & pg3) are defined as the working days of:

Office Opening times: Mon - Thu 9:30am to 4:30pm

WORK REQUESTS PRICING TERMS

URGENT PRIORITY

THAT WORKING DAY*

Availability service fee: £125.00 +
£50 per hr

Minimum 1hr
+ 60min increments thereafter

Latest booking time 2:00pm

Subject to time availability. Guidance will be provided as to the feasibility, and if not possible, the next non urgent timeslot will be assigned. Pricing will be re-adjusted to reflect the downgrade in priority.

Depending upon complexities of requested work job may not be completed that day and work will continue the next working day if necessary.

HIGH PRIORITY

NEXT WORKING DAY*

Availability service fee: £95.00 +
£40 per hr

Minimum 1hr
+ 30min increments thereafter

Latest booking time 2:00pm

MID PRIORITY

2 to 3 WORKING DAYS*

Availability service fee: £55.00 +
£40.00 per hr

Minimum 1hr
+ 20min increments thereafter

Latest booking time 4:00pm



WORK REQUESTS PRICING TERMS

STANDARD PRIORITY

4 + **WORKING DAYS***

Or advise when available

£40.00 per hr

Minimum 30mins

+ 20min increments thereafter

Latest booking time: 5:00pm

INVOICE PAYMENT TIMESCALES

Support fees:

2 working days from invoice date.

Urgent & High priority

2 working days from invoice date.

Mid priority:

3 working days from invoice date.

Standard priority:

- 4 working days from invoice date if job quote is over £95.00.
- 3 working days if quote is under £80.00
- Payment before working is undertaken on jobs quoted at less than £65.00

Please contact us as soon as possible if you would like to discuss these payment timescales.



SUPPORT AVAILABILITY (live sites and live features)

This is applicable to live sites only – sites and features that are not live for public use will be supported under the development phases of that job and are not subject to support costs.

Urgent site functionality issues should always be submitted to support@curtasoft.co.uk regardless of office hours and day of the week as this email address is monitored more frequently and is the only email address checked out of office hours. We endeavour to check emails to this address to a reasonable frequency during office hours. This frequency is reduced during non-office hours or holiday periods. Email checks are performed during normal waking hours of any day.

At all times (inside and outside office hours): This email address is only to be used for urgent site functionality issues and not job requests.

Email requests made to the support@curtasoft.co.uk address will be undertaken at the discretion of Curtasoft as to the determined level of urgency and will also be subject to availability at that time. Timescales and pricing will also be discussed – this is covered on page 5 below.

At all times and regardless of the email address used and so that we can provide you with a more efficient and time effective service we ask that you follow these guidelines when reporting your problem:

- Be concise and specific
- Provide a brief description of the error in the email subject line – this is helpful to us when checking emails via mobile phone email software
- Describe the issue as effectively as possible
- Include any error messages you are getting - copy and paste what is displayed on screen
- Provide the website URL address where the issue is occurring
- Provide the steps you went through so we can recreate the problem
- Screenshots can be included if it relates to a visual display issue
- For payment issues: describe the issue as best you can; did you receive payment for the transaction? Provide: time / date; payment total; order number; when did this issue arise - if you approximately know time/date
- Do not provide lots of forwarded email chains – we will only read through your message and, at most, one below it
- If it relates to a pricing calculation issue tell us what is wrong with the pricing and provide an example of what the correct price should be

Following these guidelines will also allow us to keep the time required and costs to a minimum with fewer email messages and waiting times.

We ask that once a request is made that you regularly check your emails in case we have quick-fire replies to aid with fixing the issue. Delays to replies may mean the issue is delayed or cancelled.



Fixes to some issues may not be possible on the same working day depending upon complexity of the issue and the time of day it has been reported.

Third-party issues, hosting and payment provider, are subject to the timescales of those companies and may add a further delay outside of Curtasoft's control.

SUPPORT COSTS

Costs and availability to undertake support will be discussed at the time the support request is made and is dependent upon the work and time involved to fix the issue. A schedule of pricing can be found at the bottom of this page.

Issues defined as hosting (server) and payment processing errors / functionality are a third-party issue outside of Curtasoft and will be subject to the below support fees.

Issues defined as a 'bug' may be subject to reduced or waived charges depending upon the time that has progressed since the feature was put live; newer issues are more likely to be applicable for a reduction / waiving of fees - this is subject to the requested bug testing being undertaken by all parties when the feature was signed off to go live. Curtasoft's discretion will be used as to whether the suitable amount of testing was performed and whether the issue falls under reasonable grounds of being an error on Curtasoft's part and also falls within a reasonable passing of time since the feature was put live.

We ask that once a support request is made that you please check your email frequently in the event we need to clarify or seek further information. This is why we ask that you provide as much information when submitting a request to reduce time and costs it takes for us to locate and fix an issue – please refer to page 4 for guidance on this.

Delays that are caused from additionally requested information not being provided will be subject to continued fees at half the hourly fee for each hour (since we responded to your request) that the delay occurs up to 3 hours. After 3 office hours of delays (2 out-of-office hours) Curtasoft reserves the right to close the support request. Fees accrued up until this time will be charged regardless of fix being undertaken. After these times we reserve the right to charge a new service fee if the support request is still required.

SUPPORT FEES:

OFFICE HOURS – Monday to Thursday 9:30am – 4:30pm

Availability service fee: £125.00 + £60.00 per hr

Minimum 60mins
+ 30min increments thereafter

OUTSIDE OFFICE HOURS

Availability service fee: £165.00 + £95.00 per hr



Minimum 60mins
+ 60min increments thereafter

CURTASOFT FEE:

The annual Curtasoft software subscription fee covers housekeeping maintenance such as backups, software upgrades, page and design archiving. It also covers reasonable email checking frequency during normal waking hours of any day. It does not cover the time required to fix / discuss issues.

CURTASOFT SOFTWARE TERMS

This sets out the terms and conditions between Oranda Design (hereafter the "CONSULTANT") and the CLIENT, (hereafter the "CLIENT").

All projects or services that CONSULTANT may be contracted to produce or provide for CLIENT will be subject to the following:

CONSULTANT treats all CLIENTS with respect and courtesy at all times. In return CONSULTANT asks that the CLIENT reciprocate this.

CONSULTANT will always endeavour to deal with questions and problems as punctually and effectively as possible. CONSULTANT will always do their best to advise timescales and to respond in a timely fashion. CONSULTANT asks that CLIENT is patient and reasonable when advised of such times. Urgent issues (at the discretion of CONSULTANT) will always be prioritised.

CONSULTANT will use email as the main means of communication for all aspects of services. This ensures both CONSULTANT and CLIENT have documented evidence of agreed functionality / requirements / amendments / invoices.

CONSULTANT is not responsible for a lack of functionality that may result from the non-response to questions asked of the CLIENT.

CONSULTANT will provide a timescale estimate for every website project and will, to the best of their ability, adhere to this. CONSULTANT will advise CLIENT if this timescale becomes unviable and will provide an updated estimate.

CURTASOFT TERMS AND USAGE:

The Curtasoft system remains the property of CONSULTANT and is not transferable and cannot be resold in any form. The CLIENT holds a licence for this system over the life of their website, as long as the annual subscription fee is paid, but do not have any claim of ownership to this system. If the CLIENT wishes to terminate the relationship with CONSULTANT, the Curtasoft licence will cease and the Curtasoft system will be removed from the CLIENT's website. Curtasoft websites must be hosted with the chosen third party website hosting company chosen by CONSULTANT to ensure full software compatibility.



Non transferable Curtasoft elements/coding:

The CLIENT cannot claim ownership for any of the following non transferable Curtasoft system features/services shown in **FIG 1** below. These items cannot be transferred or resold by the CLIENT and are owned by CONSULTANT. **FIG 2** items are owned by the CLIENT and are free to be moved away at anytime.

FIG 1: CURTASOFT OWNERSHIP	FIG 2: CLIENT OWNERSHIP
<ul style="list-style-type: none"> • Curtasoft administration area and functionality • Pricing grids structure - making fees and pricing bands: <ul style="list-style-type: none"> • Including calculators that select correct price from the grid data matrix • Pricing calculation coding • Database file and structure (MYSQL or MS SQL) • Database login access • FTP login access to the website • Curtasoft coding across all pages of the website including: <ul style="list-style-type: none"> • Products listings • Search filtering • Calculators • Details pages • Curtasoft integration within: <ul style="list-style-type: none"> • Basket • Checkout • Payment processor <p>None of the above items are transferable away from Curtasoft. CLIENT cannot lay claim to these items.</p>	<ul style="list-style-type: none"> • Data held within database: • Products • Pricing data: including product prices; making fees and any other applicable pricing that is unique and personal to CLIENT • Product catalogue imagery • Bespoke mathematic calculations unique to CLIENT e.g. curtain making calculations • Coding scripting of these calculations will not be provided to CLIENT • Layout design of website <p>None of the above items are transferable by CONSULTANT to another client's website. These items remain the full property of the CLIENT and will never be shared with any other client. These will be deleted upon termination of CONSULTANT and CLIENT relationship.</p>

Usage:

Curtasoft is only intended to be accessible by the CLIENT. Failure to comply with this could result in Curtasoft admin product system access being revoked. Login access to the Curtasoft admin system must not be shared with any 3rd party individuals or businesses for any reason unless explicit permission has been granted by CONSULTANT.

CONSULTANT takes no responsibility for the mis-use of the Curtasoft system and any loss of data that may occur from this.

No aspect of the Curtasoft system may be viewed or copied including sharing screenshots or print outs of the product administration area with 3rd party businesses / persons. Copying of the Curtasoft system in any form is strictly prohibited.



FTP details will not be provided to CLIENT and access to the website via FTP will not be provided in any form.

Coding cannot be protected and full FTP access would provide access to this coding. Curtasoft and its associated coding is the property of CONSULTANT. CLIENT holds no ownership to the coding and features of Curtasoft as set out above in section (Non transferable Curtasoft elements/coding).

Curtasoft Software Subscription:

The annual Curtasoft software subscription fee covers housekeeping maintenance such as backups, software upgrades, page and design archiving. It also covers reasonable email checking frequency CONSULTANT provides in the event an issue is reported via email. Costs to undertake the request will be discussed at the time and is dependent upon the work and time involved to fix the issue. These costs are not covered by the Curtasoft fee.

The Curtasoft software subscription renewal can be cancelled at any time by email notice. Curtasoft software subscription and hosting fees already paid will not be refunded regardless of the period of time that is left. No refunds will be given for website hosting regardless of time left of the annual 12 month hosting services. No refunds will be given for Curtasoft Software Subscription regardless of time left of the annual 12 month subscription.

Cancellation or non-payment of the Curtasoft software subscription fee will result in termination of website services; CLIENT website (main website and Curtasoft product / order admin system) will no longer be active and will be taken offline. A fee of £50.00 will be charged to re-activate website if the fee is paid after the invoice due date. At least 3 weeks notice is provided by CONSULTANT via email communication before Curtasoft software subscription is due. CONSULTANT will not be held liable for any website outages from Curtasoft software subscription not being renewed due to 1) lack of communication to state renewal and 2) Failure of payment for subscription. Any time left on the website hosting will not be refunded if Curtasoft software subscription expires.

If CLIENT terminates relationship with CONSULTANT product catalogue data will be provided (if requested) to CLIENT in CSV text format (not made to measure or roman blind data); The product SQL database file cannot be provided. This type of CSV file can be imported into various software. CONSULTANT will not provide support for using this data outside of Curtasoft and cannot guarantee compatibility with other software. Uploaded product images will also be provided. These services will be subject to charges and will be discussed at the time.

Other:

The Curtasoft admin system may change due to software improvements and re-designs. Features may be added or deactivated due to these changes but will be discussed in advance.

Some Curtasoft features may be subject to exclusivity privileges with clients.

The Curtasoft signature must be displayed on the bottom of all client website pages. Failure to do so will constitute a break in the agreement to use the Curtasoft system.

NEVER use a public computer to access the Curtasoft editor system. [Read more about computer security.](#)



Curtasoft is owned by CONSULTANT and is provided on license to the client. The Curtasoft programming files may not be viewed by anybody other than CONSULTANT and/or ported to another web server. If the client wishes to use another website design company, the Curtasoft license will be terminated and thus Curtasoft functionality will cease and all web features that require this functionality.

Terms / timescales and pricing are subject to change at anytime. Curtasoft will provide updated terms if changes are made.

Update to terms information:

Hourly price rate increases (found on pages 2 & 3)

Priority latest request time altered on Standard Priority from 5:30pm to 5:00pm (found on page 3)

Payment timescales altered (found on page 3)