



IDESIGNKENYA SOLUTIONS

Tired of boring websites? We craft Timeless Kenyan Website Design, Branding, Graphics Design, UI/UX Design & more!

P.O Box 2783 – 60200 Meru, Kenya

www.idesignkenya.co.ke | info@idesignkenya.co.ke

Terms & Conditions

➤ **Payment Terms:**

Payment is due upon receipt of the invoice. Accepted payment methods include check, credit card, or bank transfer. Please make checks payable to **IDESIGNKENYA SOLUTIONS**. All payments should be completed promptly to avoid any delays in the commencement of your project or service.

➤ **Project Initiation:**

Work on your project will begin once the payment has been received. Any delays in payment may result in a postponement of the project timeline.

➤ **Shipping (For Physical Deliverables):**

For any physical products or printed materials, shipping will occur within 7 business days after receipt of payment. Shipping costs are calculated based on the size and weight of the package and the destination. The client will be responsible for all shipping costs unless otherwise agreed upon in writing.

➤ **Service Delivery & Project Timelines:**

Project timelines will be agreed upon during the initial consultation and will vary depending on the complexity of the service. Delays caused by client-side actions, such as late payment or lack of required information, may affect the delivery schedule.

➤ **Returns, Exchanges, and Service Adjustments:**

All sales and service agreements are final. Services and products cannot be returned or exchanged once they have been completed or delivered, except



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in cases where the service does not meet the agreed-upon specifications or if there is a defect in the delivered product. Should there be any concerns, clients must notify **IDESIGNKENYA SOLUTIONS** immediately to address and rectify the issue.

➤ **Warranty on Deliverables:**

All physical products provided by **IDESIGNKENYA SOLUTIONS** are covered by a 1-year warranty against defects in materials and workmanship. Should any issues arise within this period, clients are encouraged to contact us to arrange for repair or replacement. Please note, this warranty does not cover damage caused by misuse or neglect.

➤ **Liability:**

IDESIGNKENYA SOLUTIONS is not liable for any damages or losses resulting from the improper use or misuse of products or services delivered. Clients assume all responsibility for the safe and appropriate use of our products and services.

➤ **Intellectual Property & Copyright:**

All designs, images, content, and creative works developed by **IDESIGNKENYA SOLUTIONS** are the intellectual property of our company. These may not be reproduced, distributed, or used without prior written consent. Usage rights can be discussed and arranged where applicable.

➤ **Confidentiality:**

IDESIGNKENYA SOLUTIONS respects client confidentiality and agrees not to



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disclose any information pertaining to a client's project, strategy, or personal details without permission, except as required by law.

➤ **Dispute Resolution:**

In the event of a dispute, both parties agree to seek resolution through mediation or arbitration before pursuing legal action. This ensures a fair and unbiased resolution process.

➤ **Governing Law:**

These terms and conditions are governed by the laws of Kenya. Any legal action arising from these terms will be handled within the jurisdiction of Kenyan courts.

➤ **Contact Information:**

For any inquiries, concerns, or further information, please contact

IDESIGNKENYA SOLUTIONS at info@idesignkenya.co.ke or via

phone/WhatsApp at **0719 577 260**. Our office hours are Monday to Saturday, 9am to 5pm.

Thank you for choosing IDESIGNKENYA SOLUTIONS. We look forward to partnering with you to bring your creative visions to life.