

Policy on Additional Website Changes

This policy outlines the terms under which Ashford Web Services, operated by Gary Friend as a Sole Trader, manages requests for website modifications beyond the initially agreed design brief. Our goal is to deliver high-quality websites efficiently while maintaining clarity and fairness in our working relationship.

Included Revisions

As part of the website development process, we offer a single round of reasonable revisions. These revisions are intended to fine-tune the design and content to meet your expectations. Examples include:

- Adjusting text content
- Replacing images
- Minor layout tweaks

These revisions must be submitted collectively within 7 days of receiving the initial website draft. Requests submitted after this period, or beyond the initial list, may be subject to additional charges.

Definition of Scope Creep

Scope creep refers to continuous or uncontrolled changes in a project's scope after the project has commenced. To prevent this, any requests that fall outside the original agreement—such as adding new pages, features, or significant design alterations—will be considered additional work and handled accordingly.

Process for Additional Work

If you wish to request work beyond the included revisions, please follow this process:

1. **Submit a Request:** Provide a detailed description of the desired changes.
2. **Receive a Quote:** We will assess the request and provide a quote based on an hourly rate of £55.
3. **Approval:** Work will commence once you have approved the quote in writing (e.g., via email).

Payment Terms

Invoices for additional work will be issued upon completion of the agreed tasks. Payment is due within 7 days of the invoice date. Late payments may incur additional fees as outlined in our standard terms and conditions.

Final Thoughts

This policy is designed to ensure a clear and fair process for managing website changes. By adhering to these guidelines, we can work together effectively to support the continued success of your website.

Last updated: 29th May 2025