

Terms & Conditions

Last updated: May 2026

01

Overview

These Terms and Conditions govern the provision of web design, development, hosting, and related digital services by **Dygiko** ("we", "us", "our") to the client ("you", "your"). By engaging our services, placing an order, or making a payment, you agree to be bound by these terms in full.

Dygiko is a professional web design and digital services agency operating in the United Kingdom. All services are delivered remotely unless otherwise agreed in writing.

02

Services & Packages

We offer three subscription packages, each available on a monthly or annual billing cycle. Annual subscriptions include two months free (10× the monthly price). All packages include a custom build, domain registration where applicable, hosting, and ongoing support — there is no upfront build cost.

Website

£69

/month · £690/year

CRM

£129

/month · £1,290/year

Website + CRM

£149

/month · £1,490/year

Website (£69/month or £690/year): Custom website design, domain registration, hosting setup, mobile-responsive build, advanced on-page SEO, contact form integration, business email address setup, WhatsApp and click-to-call button integration, and unlimited revisions.

CRM (£129/month or £1,290/year): Custom CRM system tailored to your business — leads, customers, and pipeline tracking, calls and follow-ups in one place, WhatsApp and click-to-call integration, and unlimited revisions to your CRM.

Website + CRM (£149/month or £1,490/year): Everything in the Website package plus everything in the CRM package, with a single login and unified setup. Best value — saves £29/month versus subscribing separately.

Each subscription covers the build, continued hosting, security monitoring, software updates, and ongoing technical support. You can cancel anytime; billing stops at the end of the current period.

03

Payment Terms

The monthly subscription begins on the date payment is taken and is billed monthly in advance via Stripe. There is no upfront build cost — the subscription covers everything. Work on your custom website begins once your first payment has been received and confirmed.

You may cancel your subscription at any time. Billing stops at the end of the current billing period and your website is taken offline within 30 days of cancellation (see Hosting & Ownership).

All prices are quoted in GBP and are inclusive of any applicable VAT unless otherwise stated. Dygiko reserves the right to update pricing with 30 days' notice to existing clients.

In the event of a failed or disputed payment, services may be suspended until the outstanding balance is settled.

04

Hosting & Ownership

Your website is built and hosted exclusively on Dygiko's infrastructure. The website code, files, and hosting environment remain the property of Dygiko. Clients cannot transfer the website to another hosting provider. If you cancel your subscription, your website will be taken offline within 30 days of cancellation.

You retain full ownership of your business content including your logo, images, text, and branding.

05

Cancellation Policy

You may **cancel anytime** from within your Stripe billing portal or by emailing sam@dygiko.com. Billing stops at the end of your current billing period — no further charges will be taken.

Your website will remain live for the remainder of the billing period you have already paid for. After that, the site will be taken offline within 30 days of cancellation (see Hosting & Ownership).

Subscription payments already taken are non-refundable. Because there is no upfront build cost, you only ever pay for the months you have used the service.

Dygiko reserves the right to terminate the agreement with immediate effect in cases of non-payment, abusive conduct, or use of the website for unlawful purposes.

06

Revisions & Ongoing Changes

Every active subscription includes **unlimited revisions** to whichever product you have subscribed to — your website (Website or Website + CRM packages) and/or your CRM (CRM or Website + CRM packages). This covers copy edits, layout adjustments, image swaps, new sections, SEO tweaks, and CRM configuration changes — for as long as your subscription is active.

Submit revision requests by replying to any Dygiko email or messaging sam@dygiko.com.



Standard turnaround is 1–2 business days per request. Larger structural changes (e.g. adding a full new page or new CRM workflow) may take longer; we will confirm expected timelines on request.

"Unlimited" means we will not cap the number of requests, but does not extend to entirely new product builds (e.g. a second website on a separate domain, a mobile app), which are quoted separately.

07

Client Responsibilities

To ensure timely delivery, you agree to:

- ✓ Provide all required content (text, images, logos, brand assets) within 3 business days of payment
- ✓ Respond to review requests and approval requests within 5 business days
- ✓ Ensure all content provided is legally owned by you or that you have the right to use it
- ✓ Keep your payment details up to date to avoid service interruption
- ✓ Not use the website or services for any unlawful, harmful, or fraudulent purpose

Delays caused by late content submission may affect the 2-day delivery guarantee. We will communicate any revised timelines promptly.

08

Data & Privacy

Dygiko collects and processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We collect only the data necessary to provide our services.

Client data is never sold to third parties. We use trusted third-party processors including Stripe (payment processing), Resend (email delivery), and Firebase (data storage and hosting), all of which operate under appropriate data protection frameworks.

You have the right to access, correct, or request deletion of your personal data at any time by contacting sam@dygiko.com. Full details are set out in our [Privacy Policy](#).



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Liability

Dygiko will use reasonable skill and care in delivering all services. However, we do not guarantee specific outcomes such as search engine rankings, revenue increases, or lead volumes.

Our total liability to you in connection with any services shall not exceed the total fees paid by you to Dygiko in the 12 months preceding the claim. We are not liable for any indirect, consequential, or loss of profit claims.

Dygiko is not liable for service interruptions caused by third-party infrastructure providers, force majeure events, or client-caused issues.

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Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of **England and Wales**. Any disputes arising under these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

If any provision of these terms is found to be unenforceable, the remaining provisions shall continue in full force and effect.

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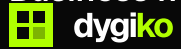
Contact

If you have any questions about these Terms and Conditions or wish to discuss your agreement with us, please contact:

Email: sam@dygiko.com

Website: dygiko.com

Business hours: Monday – Friday, 9am – 6pm GMT





We aim to respond to all enquiries within 1 business day.

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