SERVICE DELIVERY POLICY

Servicify

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Policy page: https://servicify.ai/delivery-fulfilment

1. Scope of this policy

This Policy governs the start of work, delivery, review, acceptance and handover of a website ordered from Servicify. It applies together with the Terms & Conditions, Refunds & Cancellation Policy, Privacy Policy and the documents accepted for the order.

The specification attached to the contract (Order/SOW), referred to below as the Specification, sets out the scope, price, stages, deadlines, acceptance criteria and handover requirements for the particular project.

The contract determines the order of precedence between the documents. Project-specific terms in the Specification apply to the extent permitted by the contract and mandatory law. Neither this Policy nor the Specification limits consumer rights that cannot lawfully be excluded.

2. What we deliver

Servicify delivers a complete working website with the agreed pages, modules, responsive layout and content management tools. The service includes the development and checks specified in the Specification.

Development starts from 999 €. Additional pages, modules, integrations and infrastructure services form part of the order only where selected and recorded in its documents. The Specification also identifies exclusions, third-party dependencies and the customer's responsibilities. Custom allows a combination of available modules; it does not provide for unlimited bespoke software development.

Before ordering development, you choose one of three design concepts and submit your wishes in one consolidated message. We define the scope, price, deadlines and start conditions before the contract is accepted. Detailed planning and development follow acceptance of the contract, verification of the initial payment and fulfilment of the applicable start conditions.

The target time for preparing concepts is five calendar days after receipt of the information and materials needed to begin. Concepts are reserved for your business for 14 calendar days from the date they are sent. These periods are separate from the development period, and choosing a concept does not itself start paid work.

3. Review access and digital handover

Before handover, we provide access to a review environment and the instructions needed to check the website against the Specification. After acceptance and verification of the final payment, we hand over the website in the manner recorded for the order.

The service is delivered electronically; no physical goods are shipped. Domain registration, hosting, paid licences, third-party subscriptions and installation on the selected hosting are included only where they form part of the agreed scope.

Where an account is controlled by you or another provider, you are responsible for arranging lawful and timely access needed for the agreed work.

4. Start conditions

Work begins on the date confirmed in writing by Servicify after the applicable start conditions have been met: the contract and Specification have been accepted; the concept, pages, modules, scope and acceptance criteria have been agreed; the initial payment has been verified; the necessary materials, access and customer decisions have been received; responsibility for the domain, hosting and launch has been determined; and any required data-processing documents have been accepted. The third-party services needed for the project and Servicify's capacity to begin work must also be confirmed.

The initial payment consists of 50% of the development price and 100% of agreed additional services listed separately.

Where a 14-day statutory withdrawal period applies to the order, you may wait until it expires. To start earlier, sign the separate request that we provide with the contract. That document explains the applicable consequences, including any proportionate payment following withdrawal and the conditions for losing the right to withdraw after full performance.

Signing the contract or paying does not replace the separate request. Without it, work begins only after the applicable withdrawal period has expired and the remaining start conditions have been met. This period is separate from the 14-day concept reservation and does not automatically apply to business orders.

Within two business days after both the initial payment has been verified and the remaining start conditions have been met, we either confirm the start date in writing or explain what prevents work from starting, who must take the next action and how this affects the schedule. Development time runs from the date stated in the confirmation, rather than automatically from payment.

5. Development time and pauses

Development takes up to 45 calendar days (up to 10 days for Starter) from the confirmed start date. The Specification records the project's deadline and stages, including any agreed shorter period or separate schedule for an approved custom scope.

Missing, late or unsuitable materials, access or decisions; agreed scope changes; dependencies on third-party services; security or legal issues; and other circumstances covered by the contract may affect the schedule. We record the reason, action required, duration of any pause and effect on the completion date.

Where work depends on an action by the customer, we record the beginning and end of the resulting pause. The completion date is extended by the actual duration of that pause in accordance with the contract. A delay attributable to Servicify is not treated as a customer delay. Resuming work may require capacity to be reconfirmed; we communicate any resulting schedule changes and address them under the contract.

6. Review, acceptance and adjustments

We present the agreed website for review against the Specification. You may approve the result, identify a failure to meet the agreed requirements or raise specific objections through the agreed communication channel. We correct confirmed defects and nonconformities before acceptance.

Acceptance requires your explicit approval of the result. Visiting a page, ordinary use or silence does not itself constitute acceptance. Acceptance concerns the completed version of the website, not merely a concept or progress report.

The Specification sets a reasonable review period and the acceptance criteria. Where review is overdue and further work depends on your decisions, that work may be paused. Reminders do not turn an unapproved result into an accepted one.

Reproducible defects and failures to meet agreed requirements are corrected within the scope of the work and do not count towards the included customer adjustments.

For packages other than Starter, up to three small adjustments to agreed pages or sections are included during development at no extra charge. These may include content refinements, presentation changes or a small additional section within the agreed pages. One adjustment means one agreed request.

Starter includes one consolidated revision request after page approval, with no limit on the number of points within the agreed design and scope. A new design or unlimited expansion of the work is not included.

Further adjustments, new pages, substantial design changes, expanded module functionality or changes to integrations require separate written agreement on scope, price and timing before the additional work begins.

7. Payment and website handover

The development price is paid in two parts: 50% after acceptance of the contract and Specification, before work begins; the remaining 50% after approval of the completed website in the review environment and before handover.

The initial payment also includes 100% of agreed additional services, listed separately. Recurring charges follow their agreed schedule and are not automatically included in the two development payments. A payment is not automatically non-refundable merely because it is due before work or handover.

Once the final payment has been verified, we hand over the agreed website version, files and data, administrator and hosting access where applicable, and instructions. The handover record identifies what was transferred, relevant third-party licences and the operational responsibilities assumed by the customer.

Payment-provider authorisation or a browser success message does not itself establish acceptance or handover.

The handover includes step-by-step documentation and short videos demonstrating everyday tasks on a working demo. Individual live training with a Servicify employee is not included.

Rights in the website, project materials and reusable components are governed by the contract and applicable licences. After full payment and handover, you may engage other developers to maintain the website subject to those rights and licences.

8. Hosting and services after handover

Hosting, domain administration, SSL configuration, monitoring, maintenance, content updates and support after handover are included only where recorded in the order or a separate agreement. Recurring services begin and renew under their agreed terms.

If you choose your own hosting, we install the website on compatible hosting for a one-time fee of 100 €. You provide the required access and arrange SSL. Servicify hosting and SSL configuration charges are not added to that option.

After handover, you are responsible for the accounts, access and renewals allocated to you under the agreed arrangements. Servicify remains responsible for services it has agreed to provide and for obligations that cannot lawfully be excluded.

9. Delay, nonconformity and cancellation

If we cannot meet an agreed deadline or requirement, we inform you of the issue and address the necessary correction, schedule change or other remedy under the contract and applicable law. Rescheduling does not itself remove any statutory rights.

Statutory rights relating to late or nonconforming services remain available. Where applicable, these may include correction, a price reduction, termination or a refund.

Withdrawal, cancellation, refunds and payment for services already supplied are governed by the Refunds & Cancellation Policy, the contract and mandatory law. The initial 50% payment is an advance towards the total price and is not automatically retained in full.

10. Contact and project records

For questions about the work or handover, write to support@servicify.ai and identify your order. Do not email passwords, payment-card details or other confidential credentials.

The project documents record the agreed scope, payments and deadlines; the confirmed start date or reasons preventing a start; review comments and decisions; agreed changes; and the completed handover.

The contract, Specification and policy editions accepted for the order remain part of its documents. A later update to the public website does not retrospectively replace them. Changes to an existing order are made in accordance with the contract and applicable law.

Related documents:

- Terms and Conditions: https://servicify.ai/terms
- Refunds and Cancellation: https://servicify.ai/refund-cancellation
- Privacy Policy: https://servicify.ai/privacy