TERMS AND CONDITIONS

Servicify

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Website: https://servicify.ai
Policy page: https://servicify.ai/terms

1. Scope and use of the website

These Terms set out the general conditions for using the Servicify website, receiving free concepts and ordering website development. The service provider is individual entrepreneur Ovcharenko Yuriy Valentynovych, registered in Ukraine, taxpayer identification number 2820218979. Postal address: 129B Oleksandra Polia Avenue, Dnipro, 49055, Ukraine. General enquiries: info@servicify.ai. Support: support@servicify.ai.

You may use the website to learn about the service, review examples, request concepts, select a website configuration and proceed to ordering where available. You must not interfere with the website, attempt unauthorised access, submit unlawful or harmful material or infringe another person's rights.

Viewing the website, calculating a price, choosing a concept or discussing a project does not by itself conclude a contract or start paid work. Before you accept an order, you can review its scope, price and terms. If we identify an obvious error before the contract is concluded, we provide the corrected information for your review and acceptance.

When using an account, provide accurate information, protect your access credentials and promptly report suspected unauthorised access. Creating an account does not confirm payment or start work.

2. Free website concepts

Servicify prepares three website design concepts with explanations to help you compare them. Preparation normally takes approximately five calendar days after we receive the information and materials needed to begin. This is an indicative period, not an unconditional guarantee.

Choose one concept and submit any additional wishes in one consolidated message. The concepts are reserved for your business for 14 calendar days from the date they are sent. Selecting a concept does not oblige you to order development and does not start paid work.

Unless otherwise provided in a written permission or agreement, the concepts are supplied only for evaluation and deciding whether to order from Servicify. Before full payment for the project, you may not publish them, copy them for another project, give them to another developer or use them to create a website without written permission. Rights following payment are determined by the agreement. This restriction does not limit rights that cannot be excluded by law.

3. The website development service

Servicify develops business websites using Website Core and the available modules. The result is a working website with the agreed pages, functionality and content management tools. The service includes design and development work; it is not limited to access to software or a downloadable template.

A specification attached to the agreement (Order/SOW) records the pages, modules, languages, integrations, available editing controls, content responsibilities, hosting arrangements, acceptance criteria, exclusions and handover items. Below, this document is called the Specification. Features shown in examples or the catalogue are included only where selected for the order.

Website Core covers one main page with up to eight content sections. Additional pages and modules form part of the selected scope. Starter is limited to one landing page and one language, without additional

pages or modules. Custom allows a combination of available modules; it does not include unrestricted development of bespoke software or business logic.

We clarify the wishes needed to define the order before paid work begins. Detailed page planning and development begin after the agreement is concluded, the initial payment is confirmed and the start conditions are met. Unlimited free consultations or redesigns are not included.

4. Contract documents

Before concluding the agreement, we provide the agreement and Specification appropriate to the customer's country and status, together with any applicable withdrawal, early-start and data processing documents.

The agreement defines the parties' rights and obligations; the Specification records the scope, price, stages, deadlines and handover requirements. Separate data processing or maintenance terms govern their respective subjects where applicable.

The agreement determines the order of priority between documents. No document excludes mandatory rules of law. Agreed changes are recorded separately and do not overwrite previously accepted terms.

5. Price and payment

Website development starts from 999 €. Before you accept an order, its documents show the selected scope, total price, currency, applicable taxes and mandatory charges, separately priced additional services and recurring charges, and the amounts due at each payment stage.

The development price is paid in two parts: 50% after the agreement and Specification are accepted and before work starts; the remaining 50% after you approve the completed website in the review environment and before handover of the website, final credentials and agreed materials.

The initial payment also includes 100% of agreed additional services, itemised separately. Recurring charges follow their own agreed schedule and are not automatically included in the two development payments.

The initial 50% is an advance towards the total price, not an automatically non-refundable payment. Any amount retained or returned depends on the agreement, mandatory law, confirmed payments and documented services supplied.

Payment is confirmed after receipt of funds is verified. A redirect or success message in the browser is not sufficient on its own. Payment does not replace the other start conditions or acceptance of the website.

Online payment is currently unavailable.

6. Starting work and starting during a withdrawal period

Work starts on the date confirmed by Servicify in writing after the following conditions have been met: the concept, scope and acceptance criteria are agreed; the agreement, Specification and any required data processing documents are accepted; the initial payment is confirmed; suitable materials, access and necessary customer decisions are available; and responsibilities for the domain, hosting and launch and the customer's contact person are agreed.

Where an order is subject to a 14-day withdrawal period, you may choose to wait until it ends. To request an earlier start, sign the separate request that we provide with the agreement. The request and accompanying information explain the applicable consequences, including any proportionate payment due on withdrawal and the conditions for loss of the withdrawal right after full performance.

Signing the agreement or paying does not replace that separate request. Without it, work starts after the applicable withdrawal period and the other 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 the start, who must take the next action and how this affects the schedule. The delivery period runs from the date in that confirmation.

7. Deadlines and delays

The development period is up to 45 calendar days (up to 10 days for Starter), counted from the confirmed start date. The Specification records the applicable deadline and stages.

Agreed changes, late or unsuitable materials, outstanding customer decisions, third-party dependencies, agreed suspension or force majeure may affect the schedule as provided in the agreement. We record the reason, the necessary action, the duration of the pause and its effect on the completion date.

A delay caused by Servicify must not be attributed to the customer. Schedule changes are communicated and handled under the agreement.

8. Review, acceptance and changes

Each paid stage has an identified result and agreed, verifiable acceptance criteria. You may approve the result, identify a failure to meet those criteria, raise a specific dispute or exercise applicable statutory rights. Silence is not acceptance.

The Specification sets a reasonable review period. If a customer decision or material needed for further work is outstanding, the dependent work may be paused. We record the reason and duration, explain the schedule impact and, where necessary, confirm our availability to resume. Reminders do not make an unapproved result accepted.

We correct reproducible errors and departures from the agreed requirements as part of the work. These corrections do not use up the allowance for customer-requested changes.

For packages other than Starter, up to three minor adjustments to agreed pages or sections during development are included without additional charge. These may clarify content, change presentation or add a small section within the agreed pages. One adjustment means one agreed request.

Starter includes one consolidated change request after the page is approved, without limiting the number of points within the agreed design and scope. This does not include a new design or an unrestricted increase in work.

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

Final acceptance concerns the completed website version, not merely the concept or a report. Handover follows acceptance, the required final payment and the agreed handover procedure.

9. Withdrawal, cancellation and termination

A statutory consumer right of withdrawal and cancellation under the agreement are different grounds for ending an order. Before the agreement is concluded, the consumer receives information on the applicable withdrawal period, how to exercise the right and any required model form. Customised work and approval of a stage do not by themselves remove mandatory consumer rights.

If you validly request an early start and then withdraw within the applicable period, a proportionate amount may be payable for services actually supplied before the withdrawal notice, where permitted by law. Failure to provide required information or obtain the necessary early-start request may affect the amount payable. The initial payment is not automatically retained in full.

Other cases of cancellation, termination, delay, non-conformity and refunds are governed by the agreement and mandatory law. The Refunds and Cancellation Policy explains the procedure for making a request and does not reduce those rights.

10. Intellectual property and access

You retain your rights in the materials you supply and authorise Servicify to use them as necessary for the agreed work. You are responsible for their accuracy and lawfulness and for obtaining the necessary rights and permissions. Supplying material does not necessarily mean that you own it; licensed use must also allow its use in the project.

The agreement may require a business customer to address third-party claims arising from unlawful materials or instructions, subject to the agreed procedure and mandatory law.

Servicify retains its rights in pre-existing software, reusable modules, tools, methods and general components. The agreement and Specification identify the project-specific materials and source files to be handed over and the rights or licences taking effect after full payment. These Terms do not transfer ownership of Servicify's reusable technology.

Third-party fonts, images, software and open-source components remain subject to their own licences. After full payment and handover, you may engage other developers to maintain the website, subject to the rights granted and applicable licences.

Servicify may restrict access to its ordering or project functions where reasonably necessary because of non-payment, unlawful use, a security risk or material breach. Notices, any opportunity to remedy the breach and termination consequences follow the agreement and law. A restriction does not amount to acceptance of unfinished work or remove mandatory rights.

11. Quality and liability

Servicify must perform the agreed work and deliver a website meeting the agreement and applicable legal requirements. Rights to correction, price reduction, termination, refund or other remedies remain available where required by law.

We do not guarantee a particular business result, search ranking, uninterrupted availability of third-party services, indefinite compatibility or compliance of every aspect of the customer's business with all legal requirements. This does not release us from the agreed scope or from liability that cannot lawfully be excluded or limited.

Any permitted limitations of liability and their exceptions must be stated in the agreement. They must not be inferred from general descriptions on the website.

12. Third-party services and personal data

Domains, hosting, email, maps, payment services, fonts and other third-party services may have separate terms, charges and renewal periods. The Specification identifies who contracts with each provider and who is responsible for payment, renewal and operation.

The Privacy Policy explains how Servicify processes personal data. Where we process personal data on the customer's behalf for hosting, support or other agreed work, the applicable data processing terms govern that processing.

No technical measure guarantees absolute security. This does not limit contractual security duties or mandatory data protection obligations.

13. Complaints and disputes

Send complaints about services, orders or payment to support@servicify.ai, identifying the order and explaining the issue. We will record and review the complaint. Contacting Servicify does not restrict any available right to approach a court, competent authority or payment provider.

The agreement identifies the applicable law, dispute-resolution procedure and any relevant court, mediation or alternative dispute-resolution arrangements. Where the relevant legal conditions apply, a choice of law cannot deprive consumers of the mandatory protection of the law of their habitual residence.

14. Changes to these Terms

During development, before launch or binding customer use, the current edition may be updated. After launch or such use, changes are published as a new edition and earlier applicable editions are preserved.

The agreement, Specification and policy editions accepted for an order remain part of its records. Updating the public website does not change them retrospectively. Changes to an existing order follow the agreement and applicable law.

Related documents:

- Privacy Policy: https://servicify.ai/privacy
- Refunds and Cancellation: https://servicify.ai/refund-cancellation
- Service Delivery: https://servicify.ai/delivery-fulfilment

A description of the service is available at: https://servicify.ai/product-review