

Mediatopia – Terms, Payments & Working Together

This document outlines the standard terms, payment policies, and working expectations for services provided by Mediatopia. These terms are provided for transparency and are supplied before work begins.

Payments

Payments are accepted by e-transfer, cash, cheque, PayPal, and major credit cards. Quotes are valid for 60 days unless otherwise specified.

Website Design Projects

- A 50% deposit is required before work begins.
- The remaining balance is due when the site is ready to go live or within 7 days if arranged in advance.
- Hosting fees begin once a domain is added to the server.

Hosting & Domain Renewals

- Hosting and domain registrations are billed annually.
- Renewal invoices are issued 30–45 days prior to the anniversary date.
- Failure to renew hosting or domains may result in a website going offline.

Cancellations & Changes

If a website project is cancelled after work has begun, time already invested will be billed accordingly. Hosting services are generally non-refundable once active. Clients are responsible for maintaining communication during active projects.

Revisions & Additional Work

Most projects include a reasonable allowance for minor revisions. Significant changes, expanded scope, or additional work beyond the original agreement may be billed separately.

Technical Repairs & After-Hours Work

If changes made by a client result in technical issues or site failure, troubleshooting and repair work will be billed separately. Emergency or after-hours work may be subject to higher rates.

These terms are subject to change. The most current version of this document will be provided prior to contract finalization. If you have questions, please ask before work begins.