QUEREP DIGITAL ENTERPRISE

Terms & Conditions

General terms for website development services provided by QUEREP DIGITAL ENTERPRISE.

1. Introduction

These Terms & Conditions set out the general terms for website services provided by QUEREP DIGITAL ENTERPRISE ("QUEREP"). By using QUEREP services, the Client agrees to these terms and the related project documents.

2. Scope of Services

The scope, deliverables, features, timeline and fees for each project are set out in the approved quotation. The approved quotation is the primary reference for project-specific matters. Work, functions, pages, integrations, design changes or requests not stated in the quotation may be treated as Additional Work and may incur extra charges and timeline adjustments.

3. Payment

Payments are made according to the approved quotation and the subclauses below.

3.1 50/50 Payment

The Client pays a 50% deposit before the project begins and the remaining 50% after the website is completed and has gone through the final review period.

3.2 Handover

Full handover, launch and transfer of related materials or access take place only after 100% payment has been received.

3.3 Third-Party Costs

Domain, hosting, plugin, API, software, payment gateway and third-party service costs are excluded unless stated in the quotation.

4. Revisions

Each project includes 2 rounds of revisions. One round means the Client combines all changes and submits them as one request. Revisions must remain within the agreed scope. Additional revisions, a major redesign or new functions may incur extra charges.

5. Project Review & Acceptance

After the project is completed, the Client has 5 days for final review. The Client may report bugs, in-scope functional issues and use any remaining revision rounds. The project is considered accepted when the Client confirms acceptance or does not provide material feedback within 5 days after the final-review notice. After acceptance, new requests are treated as Additional Work. Bugs caused by QUEREP implementation remain subject to the bug-support period.

6. Client Responsibilities

The Client is responsible for providing the required content, information, materials and access, and for ensuring the Client has the right to use those materials. The Client is responsible for the accuracy of supplied information. Delays in content, feedback or approval may result in timeline adjustments. If the Client does not provide required materials or feedback for 14 days, QUEREP may pause the project. A pause does not mean automatic cancellation.

7. Intellectual Property & Source Code

After 100% payment, the Client receives the right to use and control the final website deliverables developed specifically for the Client, subject to third-party terms and licences. The Client's content, logo, images and materials remain the property of the Client or their original owner. QUEREP retains rights to reusable code, frameworks, components, templates, libraries, tools, methodologies and proprietary techniques. Source code is not included automatically. Source-code handover may be requested as a paid add-on, subject to what can be transferred and third-party licences.

8. Domain & Hosting

The domain and hosting should, where practical, be registered under the Client's name or account. The Client is the owner; QUEREP acts as technical manager when given access. The Client is responsible for renewals and provider fees. QUEREP is not responsible for domain loss, suspension or termination caused by the Client's failure to renew or pay.

9. Portfolio & Showcase

QUEREP may showcase completed projects in its portfolio, including screenshots, project descriptions, the Client's name or logo and website link. The Client may request in writing that the project not be showcased. Using a project in a portfolio does not transfer the Client's ownership.

10. Third-Party Services

Third-party services such as domains, hosting, Cloudflare, Google services, analytics, payment gateways, APIs, plugins and open-source libraries are subject to their respective providers' terms, licences and policies. QUEREP is responsible for its own implementation but does not guarantee availability or changes controlled by third-party providers.

11. Maintenance & Support

QUEREP provides 14 days of bug support after the website is launched or handed over. Bugs caused by QUEREP's in-scope implementation will be fixed at no charge during that period. Content or design changes, new features, Client changes, third-party problems and out-of-scope work are excluded. After 14 days, support or maintenance may be offered as a paid service.

12. Cancellation & Refund

The Client may cancel the project by giving notice. The 50% deposit is non-refundable after the project has started. Approved Additional Work that has begun may also be chargeable. Third-party costs are subject to the provider's refund policy. If QUEREP cancels for a reason caused by QUEREP, payment will be assessed based on work, payments and costs already incurred. The Client may not use unpaid work after cancellation unless agreed in writing.

13. Privacy & Confidentiality

QUEREP handles personal data according to the Privacy Notice published on the website. Both parties must protect confidential information obtained during the project and must not use it for purposes other than the project, except with consent or where required by law.

14. Disclaimer & Limitation

QUEREP makes reasonable efforts to provide the website but does not guarantee uninterrupted availability or freedom from all security risks. QUEREP is not responsible for downtime, price or policy changes, or third-party provider failures, except for issues caused by QUEREP's implementation. QUEREP does not guarantee specific sales, traffic, leads, search rankings or business performance. Nothing in this clause is intended to exclude liability that cannot be excluded under applicable law.

15. Termination

The Client may terminate the project by giving notice. QUEREP may terminate in circumstances such as non-payment, a material breach or the Client's failure to provide what is required to continue the project. Fourteen days of inactivity only gives QUEREP the right to pause the project and is not automatic termination.

16. Governing Law

These terms are governed by and interpreted in accordance with the laws of Malaysia. Both parties should first try to resolve disputes through discussion and good-faith negotiation.

Contact

[Email / Phone / Contact Page]

Document version: 1.0 | Effective date: [Insert Date]