FAQ — Frequently Asked Questions

Common questions about QUEREP website services, project process, payment, revisions, ownership, support and post-launch matters.

1. What services does QUEREP offer?

QUEREP DIGITAL ENTERPRISE focuses on website development services, including landing pages, corporate/business websites, personal/portfolio websites, custom websites, e-commerce websites and website maintenance.

2. What type of website is right for me?

It depends on the website's purpose. A landing page suits one campaign or product. A corporate/business website suits companies and businesses. A personal/portfolio website suits individuals, freelancers or professionals. A custom website suits specific needs. An e-commerce website suits selling products online.

3. How do I start a website project?

The usual process is: the Client enquires → QUEREP understands the requirements → a quotation is prepared → the Client approves the quotation → the Service Agreement is accepted/approved → a 50% deposit is paid → the project begins → development and revisions → 5-day final review → the remaining 50% is paid → handover/launch → 14 days of bug support.

4. Do I need technical knowledge to build a website?

No. The Client only needs to explain the website's purpose, business information, content and main requirements. QUEREP will help explain the technical options relevant to the project.

5. Does QUEREP provide a quotation before work begins?

Yes. The quotation describes the project scope, deliverables, features, timeline and fees. The approved quotation is the primary reference for project-specific matters.

6. How much does a website cost?

Cost depends on the project scope and requirements. Each quotation is based on the agreed pages, features, functionality, integrations and other requirements.

7. How is payment made?

QUEREP's standard payment structure is 50/50: a 50% deposit before the project begins and the remaining 50% after the website is completed and has gone through the 5-day final review period.

8. Is the deposit refundable?

The 50% deposit is non-refundable after the project begins because it covers the project slot, planning, time and allocated work. Third-party costs are subject to each provider's policy.

9. How long does it take to build a website?

The timeline depends on the project scope and complexity. The estimated timeline will be stated in the quotation. Delays in content, feedback, approval or access from the Client may result in timeline adjustments.

10. How many revision rounds are included?

Each project includes 2 rounds of revisions. One round means the Client combines all changes and submits them as one request list.

11. What counts as one revision round?

For example, if the Client requests button-colour, font and Services-section layout changes together in one list, all of those changes count as one round.

12. Can I request revisions after the 2 included rounds?

Yes, but additional revisions may incur a charge. Requests must also remain within the project scope. A major redesign or new function may be treated as Additional Work.

13. Who provides the website content?

The Client is responsible for providing the required content, information, images, logo and materials unless the quotation states that these are part of QUEREP's scope.

14. What if I am late providing content or feedback?

The project timeline may be adjusted. If the Client does not provide required materials or feedback for 14 days, QUEREP may pause the project. Work may resume when the required items are provided.

15. Who owns the domain and hosting?

QUEREP's model is Client = Owner and QUEREP = Technical Manager. The domain and hosting should, where practical, be registered under the Client's name or account. QUEREP may be given technical access for setup and management.

16. Who pays for the domain and hosting?

The Client is responsible for domain, hosting and renewal costs unless the quotation states otherwise. QUEREP may help manage renewals if requested, but provider costs are paid by the Client.

17. Are the domain and hosting included in the website price?

Not necessarily. They are included only if clearly stated in the quotation. If not stated, those costs are treated as separate third-party costs.

18. Who owns the website after the project is completed?

After 100% payment is received, the Client receives the right to use and control the final website deliverables developed specifically for the Client, subject to the Service Agreement and third-party licences. QUEREP retains ownership of its reusable code, frameworks, components, tools and pre-existing intellectual property.

19. Is the source code provided to the Client?

Source code is not automatically included in the project price. The Client may request source-code handover as a paid add-on, subject to what can be transferred and third-party licences.

20. Can I change the website after handover?

Yes. The Client may manage the website according to the access provided. However, changes made by the Client or a third party after handover may affect website functionality and may not be covered by QUEREP bug support.

21. Does QUEREP provide support after launch?

Yes. 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.

22. What is excluded from the 14-day bug support?

Design changes, content updates, new pages, new features, new integrations, changes made by the Client or another developer, and issues caused by third-party services are not included in free bug support.

23. Can I add a new feature after the project begins?

Yes. A feature not included in the original quotation will be assessed as Additional Work and may require extra charges and a timeline change.

24. Can QUEREP build websites using third-party services?

Yes. QUEREP can set up or integrate services such as domains, hosting, Cloudflare, Google Maps, analytics, payment gateways, APIs, plugins and other services if they are in scope. Those services remain subject to the providers' terms and licences.

25. Who is responsible if a third-party service goes down?

QUEREP does not control third-party providers' operations. QUEREP is responsible for its own implementation but does not guarantee uptime or stability of services controlled by third parties.

26. Can QUEREP show my website in its portfolio?

Yes. By default, 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.

27. Can I cancel a project after it has started?

Yes. The Client may cancel by giving notice. However, the 50% deposit is non-refundable after the project begins. Additional Work already started and third-party costs may also be subject to charges or the relevant provider's refund policy.

28. What happens if the Client does not pay?

Late payment may cause the project, handover or launch to be paused until payment is received. The project timeline may also be adjusted because of the delay.

29. Can the Client review the website before paying the remaining 50%?

Yes. After the website is completed, the Client receives a 5-day final-review period. The remaining 50% is paid after that review period. Full handover and launch take place after 100% payment is received.

30. What happens if there is no feedback during the 5-day review period?

If no material feedback is received within 5 days after the final-review notice, the project may be considered accepted and completed. New requests after acceptance may be treated as Additional Work.

31. Does QUEREP guarantee the website will increase sales or customers?

No. QUEREP develops the website according to the agreed scope but does not guarantee any particular sales, leads, traffic, conversion rate, search ranking or business performance.

32. Does QUEREP provide maintenance after 14 days?

Yes. Maintenance or technical support may be offered as a paid service after the 14-day bug-support period, depending on the Client's needs.

33. What do I need to provide to start a project?

The Client usually needs to provide business information, logo, images, text/content, contact details, social-media links, product information where relevant and any required access. Specific requirements depend on the project.

34. How can I get a quotation?

Contact QUEREP through the Contact channel on the website and briefly describe your business, website purpose and main requirements. QUEREP will assess those needs before preparing a quotation.

35. How can I get started with QUEREP?

The first step is to contact QUEREP through the Contact page. Provide basic information about your project and requirements. Once the scope is understood, a quotation will be prepared for the Client's consideration.

Note

This FAQ is a general guide. For each project, the scope, deliverables, features, timeline and fees are governed by the approved quotation and relevant Service Agreement.

Contact

[Email / Phone / Contact Page]

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