



WILKOWEB (PTY) LTD

2018/414379/07

Garsfontein, Pretoria, 0081

Terms and Conditions

Effective Date: 1 August 2025

Introduction

Welcome to the Wilkoweb (Pty) Ltd (“Wilkoweb”, “we”, “us”, or “our”) website. By accessing or using our website or services, you agree to be bound by the following Terms and Conditions. If you do not agree with any part of these terms, please do not use our website or services.

These Terms govern your use of [www.wilkoweb.com] (<http://www.wilkoweb.com>/<http://www.wilkoweb.co.za>) and all services offered by Wilkoweb, in accordance with South African law.

Definitions

- Client/You/Your: Any person or entity using our website or services.
- Services: Web design, hosting, software development, digital marketing, SEO, SEM, Google Ads, graphic design, and IT analytics.
- Content: All text, images, data, graphics, trademarks, and information provided on our website.

Use of Website

You agree to use this website for lawful purposes only. You shall not use this site to distribute unlawful, defamatory, or offensive material or violate any third-party rights.



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Our Services

Wilkoweb provides professional digital and IT services to businesses and individuals. All deliverables will be outlined in a formal quotation or service level agreement (SLA), which must be approved before work commences.

We reserve the right to decline or terminate services if we detect abuse, misrepresentation, non-payment, or unlawful activity.

Quotations, Payments, and Billing

- All quotations are valid for 14 days unless otherwise stated.
- A 50% deposit is required before the start of any project, with the balance due upon completion or as per milestones.
- Failure to pay within 7 days of the invoice due date may result in service suspension.
- All prices are in South African Rand (ZAR) and exclude VAT unless otherwise indicated.

Cancellations and Refunds

- Cancellation of any project must be made in writing.
- Deposits are non-refundable once work has commenced.
- Monthly services require 30 days' written notice for cancellation.

Specials and Promotions

Special offers, discounts, and limited-time promotions are subject to availability and may be withdrawn or modified at any time without prior notice. Each promotion may have its own terms, which will override general terms where applicable.



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Client Responsibilities

You agree to:

- Provide accurate, up-to-date content and material required for the project.
- Approve deliverables in a timely manner.
- Not share system credentials without authorization.
- Review and accept responsibility for final deliverables.

Intellectual Property

- All intellectual property developed by Wilkoweb during a project remains the property of Wilkoweb until full payment is received.
- Upon full payment, ownership of website design, code, or deliverables transfers to the client, excluding third-party libraries or proprietary tools.

Social Media and Digital Marketing Disclaimer

Wilkoweb offers digital marketing services, including social media management, paid advertising, and SEO. While we apply industry best practices, we do not guarantee business growth, lead generation, sales performance, or engagement results due to the variable nature of external algorithms, client offerings, and audience behavior.

Clients must understand that:

- Results may vary.
- Algorithms and platforms (Facebook, Instagram, Google, etc.) change frequently.
- Performance depends on factors beyond our control, including client responsiveness and market competition.



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Website Hosting and Email Services

- Hosting is provided on a monthly or annual basis. Failure to pay may result in suspension or termination.
- We perform regular backups, but clients are encouraged to keep their own backups.
- Wilkoweb is not liable for email loss, spam, phishing, or cyberattacks outside of our infrastructure.

Third-Party Services

Where services involve third-party platforms (e.g., Google Ads, Meta Ads, Mailchimp), we are not responsible for service interruptions, policy changes, account suspensions, or any errors caused by third-party vendors.

Limitation of Liability

Wilkoweb shall not be liable for any direct, indirect, incidental, special, or consequential damages arising from:

- Use or inability to use our website or services
- Loss of data or profits
- Third-party actions or negligence
- Delays or errors in service delivery

Confidentiality

We respect your privacy and will not disclose your confidential information unless required by law or with your written permission. Please also refer to our Privacy Policy.

Data Protection

Wilkoweb processes personal data in compliance with POPIA. You have the right to access, correct, or request the deletion of your personal data.



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Termination of Services

Wilkoweb may terminate services immediately if:

- The client breaches any term of this agreement.
- There is non-payment after repeated reminders.
- We reasonably believe our services are being used for illegal or unethical purposes.

Changes to Terms

We reserve the right to update these Terms and Conditions at any time. The latest version will always be available on our website with an updated effective date.

Governing Law

These Terms and Conditions are governed by the laws of the Republic of South Africa. Any disputes will be handled in the courts of Pretoria, Gauteng.

Contact Details

Wilkoweb (Pty) Ltd

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