



NEW! WEBSITES FROM £99

low-cost, hassle free, easy to update

websites
by **printing.com**



FAST FULL COLOUR PRINT

It's the **websites** way...
by printing.com

Low-cost

Getting yourself a web presence is easier than ever. We've developed technology which lets us build websites quickly. This means that your website will cost less than it might from a traditional web designer.

Hassle free

Keep it simple? You bet! We've taken the pain out of getting your own website online. Just follow our simple steps and you'll be up and running in no time.

No jargon

No geek-speak. Promoting your business is hard enough without having to learn new lingo. That's why we promise we won't be filling your head with mindless jargon. We'll keep things nice and simple. We prefer it that way.

Easy to update

Old news is bad news. That's why you get access to Update Centre. With the same skills you need to type a letter, you can update your website's content whenever you want, free of charge.





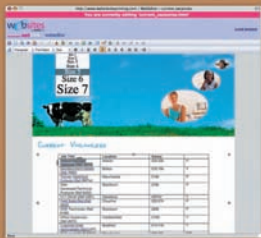
Web Brochure Page 04-08

- ▶ A website designed to complement your branding
- ▶ Up to 28 pages – with as many pictures as you like
- ▶ Never out of date – update it yourself, instantly



Web Business Card Page 09

- ▶ Our lowest cost way of getting yourself on the web
- ▶ A professional domain name, email address and web page



UPDATE™ Page 10-11 CENTRE

- ▶ No need to pay a web designer to make changes
- ▶ Your changes are live as soon as you press save
- ▶ Easy to use with familiar tools and buttons

PLUS
GET THE
MOST FROM
YOUR
WEBSITE
see page 14

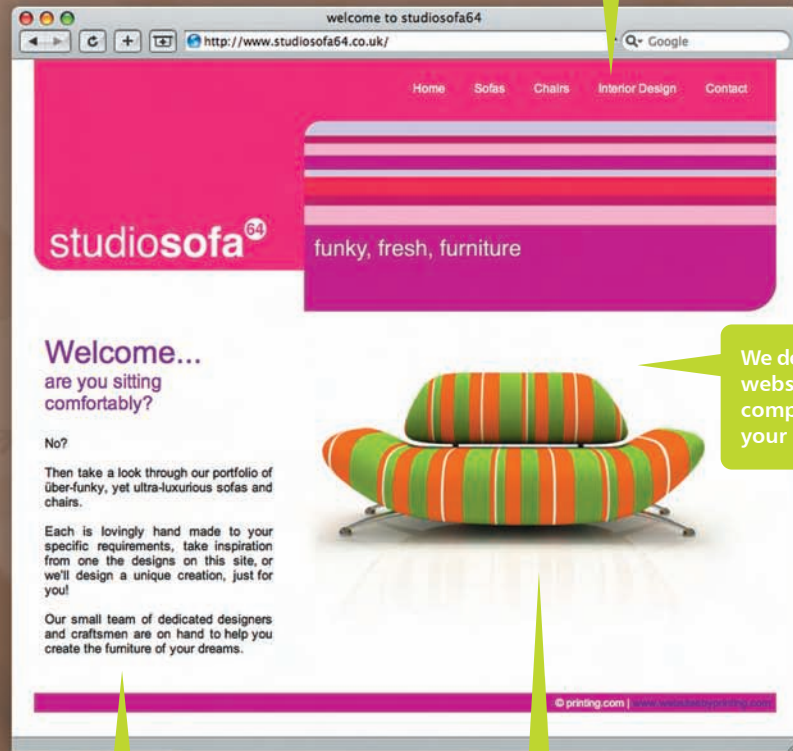
Web Brochure

Is your website out of date? Does it look a little amateurish? Or are you trying to do business without having a website at all? Don't be embarrassed if you've nodded your head to any of these questions. Admitting it to yourself is an important first step.

The next step? We'll work with you to create a **Web Brochure** which complements your existing brand. (Not happy with your brand either? Talk to us about updating your Corporate Identity too – it may cost less than you think.)

Your Web Brochure will feature five main menu pages (add up to three more if you need them) and up to twenty linked pages. We'll design a common master page style and lay out your text and images. Then it's over to you – with Update Centre you can change the content of your website from anywhere, quickly and easily. See page 10 for more details.

5 menu pages included
– add up to 3 more



We design your website to complement your branding

You can update your content free and instantly

Add as many pictures as you like yourself

Portfolio

view this working website @
www.studiosofa64.co.uk

Web Brochure **£399**

- ▶ 5 menu pages
- ▶ Starter build package[^]
- ▶ FREE 12 months hosting^Δ
- ▶ FREE 12 months access to Update Centre (see page 10)
- ▶ FREE .co.uk domain name
- ▶ Email forwarding to 3 addresses

All prices exclude VAT.

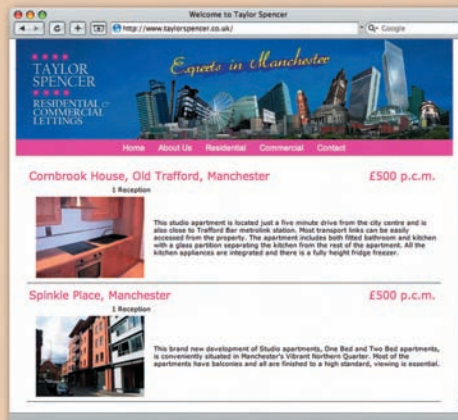
[^] Starter build package includes: Design of master page layout, placement of one of your own images per page and placement of your electronically supplied text. Royalty free photographs, maps, photo montages, charts and tables are available – ask us for a low, fixed-price quote.

^Δ After first 12 months, each additional 12 month's use of Update Centre and Web Brochure hosting is currently £99.

[†] Only available at time of order.

+ Other stuff

- ▶ Additional menu page[†] (up to 3) **£79** each
(see page 06)
- ▶ 1 to 5 linked pages **£49** each
- ▶ 6 to 10 linked pages **£44** each
- ▶ 11 to 20 linked pages **£39** each
(see page 06)
- ▶ Photo montages, maps, charts, copywriting and creative stuff **£** please ask



Portfolio

view this working website @
www.taylorspencer.co.uk

How it works

A Web Brochure explained

Here's an example of a Web Brochure with 6 Menu Pages and 3 Linked Pages. You'll see the same design theme runs throughout the website. We call this the Master Page Layout. Each item on the menu bar has its own Menu Page – you can have up to 8 of these. If you need more space, add Linked Pages – these are simply linked from within any page, but not from the menu bar.

Welcome to Chalet Arkle

Chamonix

chalet ARKLE

Welcome Chalet Arkle Availability Transfers Chamonix Contact Us

Welcome to Chalet Arkle

Our central Chamonix retreat is available for guests to enjoy the quintessential catered chalet experience in one of the worlds best ski resorts.

- Premier Catered Chalet for 14 guests
- Rooms can be set up as doubles or twin
- Many rooms en-suite
- Recently renovated
- 42" Plasma TV & UK Satellite
- Very close to piste – 150m
- Great food – free flowing wine while dinner is served
- Chic modern ambience
- Stunning views
- Airport Transfers available
- 3 minute walk to Chamonix centre
- Premium hot tub
- Courtesy in resort mini bus
- Great value
- Bose Ipod docking station

click here >

MASTER PAGE LAYOUT
Runs throughout your website

MENU BAR
Have up to 8 menus and menu pages

LINKED PAGES
Add up to 20 of these and link from other pages

“I can easily change the content myself”

I set up my business in 1996 to supply security posts for driveways after catching someone tampering with my car whilst it was parked on my drive. This incident opened my eyes to a potential gap in the market place to supply cost effective, British-made security solutions to individuals and businesses.

I had a website created to advertise my business to a wide audience. My site was simple and effective, but when needing to change products and prices, I was unable to edit the content without using a web designer's services. I had used printing.com in the past to produce leaflets to promote my business and with the help of Websites by printing.com I now have a well designed, functional website where I can easily change the content myself! Overall, I have been very impressed with the work done by printing.com.



Mike
Sentinel Security Posts, Birmingham



Portfolio

view this working website @
www.sentinelsecurityproducts.co.uk

Web Business Card

Our lowest cost way of getting onto the web. If you're not ready for a full website, then a **Web Business Card** is perfect for you. We'll register a domain name for you, so that no-one else can get it first and set up a professional sounding email address. Then we'll pop your logo, contact details and description on a holding page. Simple.

Your contact details on a website

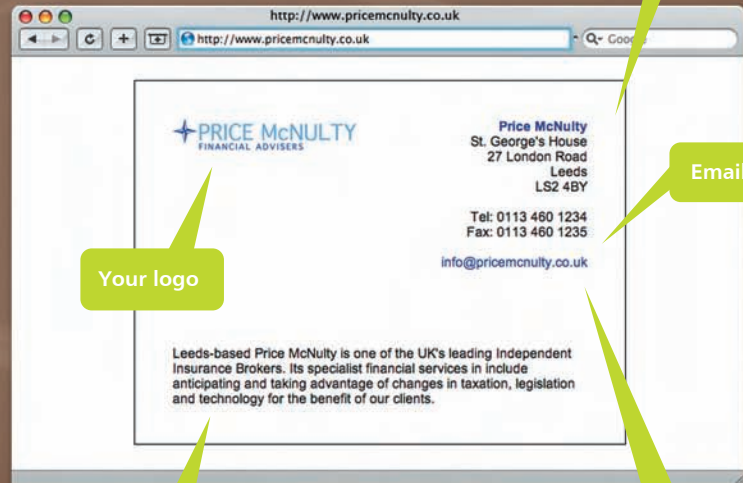
Web Business Card **£99**

- ▶ 1 Business Card Page
- ▶ FREE 12 months hosting^Δ
- ▶ FREE 12 months access to Update Centre (see page 10)
- ▶ FREE .co.uk domain name
- ▶ Email forwarding to 1 address

All prices exclude VAT.

Web Business Card includes: Placement of your existing electronically supplied logo, contact details and description.

Δ After first 12 months, each additional 12 month's use of Update Centre and Web Business Card hosting is currently £79.



Your logo

Email link

Brief description of your business

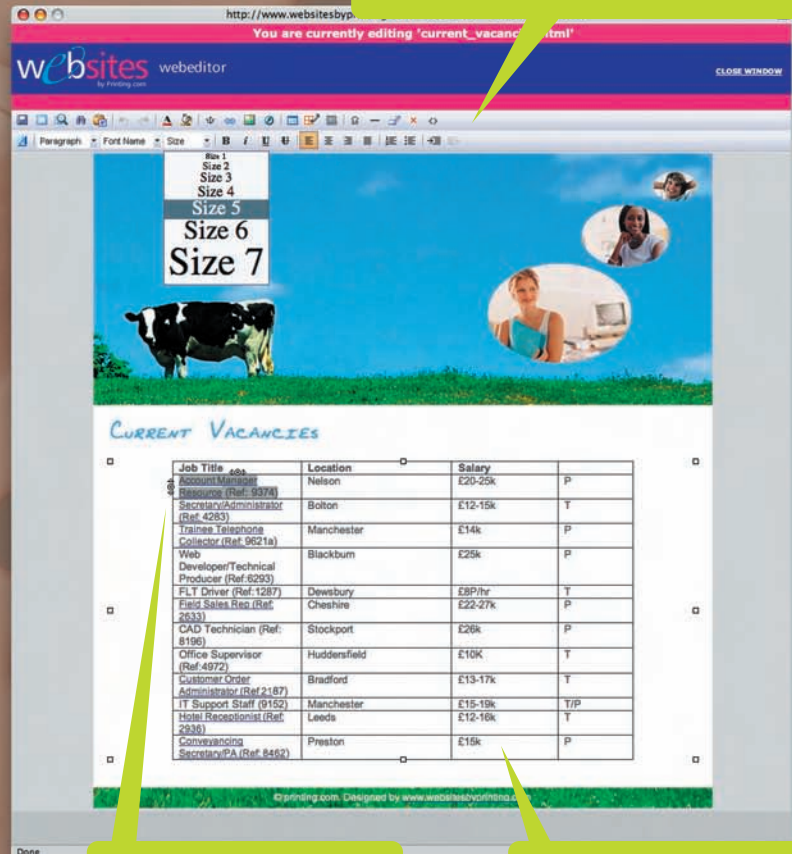
Change your contact details yourself whenever you like

Portfolio

view this working website @
www.pricemcnulty.co.uk

Instantly update your website yourself with **UPDATE**™ CENTRE

Having an out-of-date website is as big a *faux pas* as belching the national anthem at your best friend's wedding. That's why our websites come with access to **Update Centre**. Wherever you are, night or day, it's easy to quickly make changes to the content on your website on any PC or Mac with internet access. Whether you want to add new pictures, change prices, promote special offers or report breaking news, do it yourself without paying a web designer. No need to worry about learning to build websites – using Update Centre is just like writing a letter – just visit www.updatecentre.com.



“We’ll save a fortune by updating the website ourselves”

Last year we had a beautiful website designed by a reputable web designer. We were really chuffed with how it looked. Problem was, it was out of date as soon as it had gone live.

We work in the Financial Services industry. Regulations and legislation change all the time. We regularly need to update our website to keep our clients informed. In the past, we had to pay web designers to make small changes to our site. Being a Financial Advisor, I’m keen on keeping a firm hand on the finances!

Our website by printing.com has given us the flexibility to make changes whenever we like – and without it costing us a penny to do so. It’s actually pretty easy to update and we like being able to refresh the content of our website regularly to keep clients coming back. The best bit is we’ll save a small fortune by updating the website ourselves. Watch the pennies, as they say...



Paul
Aspect Financial Services,
Leamington Spa



view this working website @
www.aspectfc.co.uk



Things you need to think about

If you're starting your website from scratch and don't know where to start scratching – here are some important things to think about to get things moving. The more you've thought about, the quicker we can get you up and running.

What do you like?

This may be harder to answer than you think. Start with the basics. The colours, the style and general feel. It's time to become a creative sponge and make notes of anything you see that attracts your attention. Sometimes it's easier to know what you don't like – tell us this too, it can help. Visited any websites that you really liked? Make a note of the URL (that's the www. address) and we'll look them up.

Checklist

- Colours
- Layout
- Style
- Header Image
- Pictures
- Text
- Menu Names
- Domain Name

What's the competition up to?

What are your top competitors' sites like? Are they informing customers of things you've missed? It may be a good place to start and improve on. Your customers will be comparing you both, so make sure you do at least the same.

What to say?

This is probably the most important part of your website. Decide what information you want to display. All we need is your text in any usual format. If you're struggling to make the words flow, we can help with copywriting – just ask.

How many pages?

Once you've written your text, you'll need to decide how many pages you'll need. What will your menus be called? Products? Services? About Us? Work these out and then split up your text accordingly. Remember, you can add Linked Pages at any stage but extra menu pages can only be added when we first build your site.

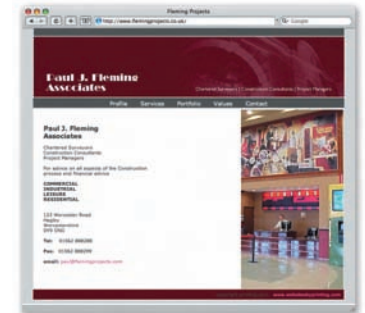
Got the full picture?

Gather together the images you'd like to use on your website. If you can't find what you want, we can help – we have access to millions of great photos at really low prices.

Portfolio



view this working website @ www.paddyspaints.co.uk



view this working website @ www.flemingprojects.co.uk

“We got a booking in the first week from a website visitor!”

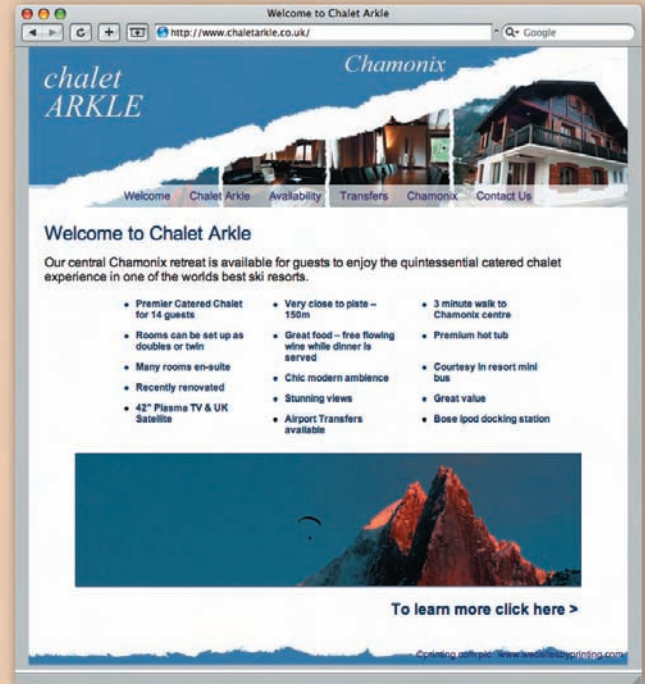
We recently acquired Chalet Arkle in Chamonix - one of the world's best ski resorts. We've invested over €100,000 upgrading the traditional chalet into premier accommodation, reminiscent of a chic boutique hotel. It's important that our website and marketing material position Chalet Arkle to the market we're trying to attract.

Our Web Brochure gives us plenty of room to sell the benefits of Chalet Arkle. We can feature photographs of every room, maps of the area and comprehensive descriptions of the service that guests can expect. We think that's important and helps prospective guests in their decision-making.

In the past, I'd usually be the one who booked our ski breaks. It really frustrated me that you couldn't tell whether a chalet had availability until you rang them. With our Chalet, I can easily update the availability on our website – I just sign in to Update Centre, type a few words, hit 'save' and the changes are live. It really works. We got a booking in the first week from a website visitor!



Andrea
Chalet Arkle, Chamonix



Portfolio

view this working website @
www.chaletarkle.co.uk

Get the most from your website

Congratulations! It's a website. You must be very proud. Now what? Just like raising a child, you need to nurture your website so it doesn't turn into a delinquent little brat. Here are some tips to help you out...

Get it found

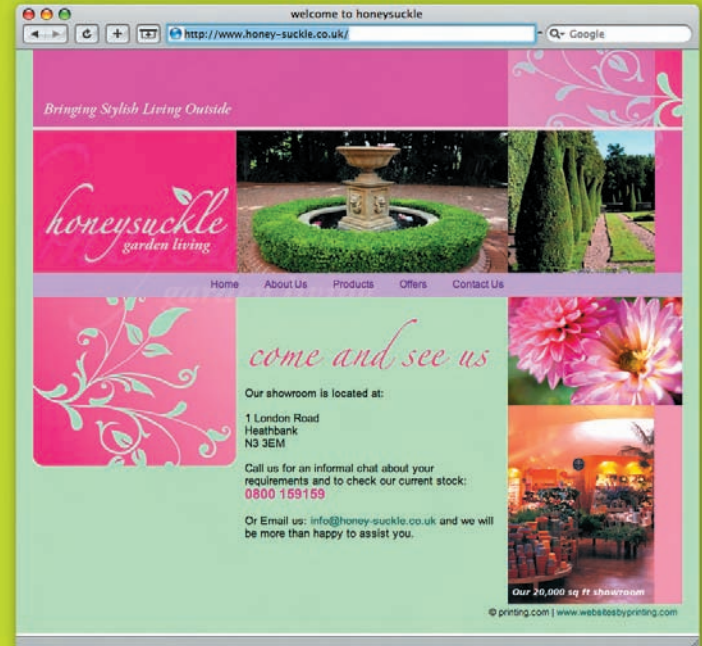
Your website will be one of millions on the internet. Whilst search engines are important, relying solely on them is a bit like expecting to win all your business from a line advert in the local phone directory. The best way to be found by search engines is to keep your site up-to-date and relevant. Beware of anyone promising to get you guaranteed positioning in the top ten search engine listings – you may just find that this gets your site banned.

Keep it up to date

You've seen them yourself. Websites with "March offer" on the homepage. It's July. Nothing makes you look more amateurish than having out of date content. Use Update Centre to keep your current offers, current, and your forthcoming events, well, forthcoming... and not in the past.

Make it sticky

Put down the pot of glue. Please, put it down. A sticky website is one which people keep coming back to. They become frequent visitors because the content keeps changing. Ask yourself what you could do to keep people coming back. Maybe offer weekly free advice, tips or news.



Portfolio

view this working website @
www.honey-suckle.co.uk

Keep it relevant

Why would customers want to visit your site? What information would they want from you? Prices? Opening hours? Availability? Specifications? Make sure your website is relevant to their needs. If your customers can answer their question online you'll save time and money by avoiding costly telephone support. Help them make a speedy decision.

Work it offline

The number of times your website is viewed is directly linked to the number of times your website address is seen by someone. Get your website address on every piece of print. Put it on your invoices, on your stationery, on your van, on your signage – anywhere a potential customer might see it.

Promote it on your signature

The law requires you to put your company details on every email you send. Make sure you go even further and get your website address on the bottom of every email you send, together with a reason to visit – try “visit www.oursite.co.uk for special offers”.

Forget the bells & whistles

It's far more important to have easy-to-view, concise and up-to-date information than to be focused on overloading your website with all the latest whiz-bang geeky bells & whistles. Relevant content is king! Long live relevant content!



The support you need

Building a website can sometimes be a complex thing. That's why we've tried our hardest to make our process easy and fuss-free. We'll work with you to create a low-cost website that looks the business and that you'll be proud of.

Your business changes. Change happens. It's what change does. We like change. It keeps things exciting. That's why our websites come with access to Update Centre. Whenever you need to make a change to your website you don't need to dish out your hard-earned cash to web designers. That saves you money. Because we've made Update Centre easy to use, it means that you can make changes yourself instantly, without needing our help and without waiting for someone else.

Does that mean that once we've built your website and taken your money that you won't see us for dust? Not at all. We're happy to provide as much support as you need. If you'd like us to do all your updates for you, that's fine. If you want us to spend time with you and walk you through the Update Centre process, that's fine too (although our Update Centre Guide explains it all). In fact, we're happy to spend as much time with you as you need. We'll simply charge you our usual artwork hourly rate, with a minimum of just 15 minutes.

Need some help? Pick up the phone or drop us an email.



Frequently asked questions

I've already got a domain name – can I use it?

Sure. Get in touch and we'll tell you what you need to do.

Can I have a .com address instead?

Your site comes with a free .co.uk address.

You're free to buy a .com address and then simply point it to your website.

We'll tell you what you need to do.

Does Update Centre work on both PCs and Macs?

Yes. We recommend Internet Explorer for PCs and Firefox for Macs. Please check www.websitesbyprinting.com for latest system requirements. All our websites can be viewed from any current browser.

Do you offer search engine optimisation?

This is a very grey area and not one we get involved in. Be suspicious of anyone who guarantees to get you #1 spot on search engine listings – what they're doing may get you banned.

Can I add more pages after my website goes live?

You can add up to 20 linked pages at any time. However, you can only add more Menu Pages at the time of order (see page 05).

Can I see a demo of a real site?

Of course. Just look for the little Portfolio logos throughout this guide or visit www.websitesbyprinting.com.

Can I host my website elsewhere?

To use Update Centre, your website needs to be hosted by us.

Can I buy a Web Business Card and upgrade to a Web Brochure later?

Yes, no problem. A Web Business Card is a great way of securing a domain name and getting a professional email address. Come back when you're ready to go for the Web Brochure.

How quickly can I get a website?

It all depends on you! If you've decided which images you want, written all your content and promptly approve your master page layout mock-up and dynamic proof, we should get your website live within a week.

Do I have to update the website myself?

We've created tools to make it easy for you to do it yourself ... but you don't have to. If you'd like us to update your site for you, we can do it at our usual hourly artwork rate.

Got more questions? See www.websitesbyprinting.com

Terms & Conditions

1. **printing.com resellers** – Each printing.com outlet is owned and operated by printing.com plc or individually owned and operated under licence from printing.com (UK Franchise) Ltd, a company registered in England and Wales (registered number 04362849) whose registered office is at Third Avenue, The Village, Trafford Park, Manchester M17 1FG (“PDC”). The particulars of ownership of each printing.com outlet can be found at the premises of each licence holder or via the printing.com website at: www.printing.com (the “PDC Website”).

2. **Price variation** – Price estimates are based on the printing.com reseller’s current costs of production and, unless otherwise agreed, are subject to amendment on or at any time after acceptance, where such amendment is required in order to meet any rise or fall in such costs.

3. **Tax** – The printing.com reseller reserves the right to charge the amount of any value added tax payable whether or not included on the estimate or invoice.

4. **Preliminary work** – All work carried out, whether experimentally or otherwise, at customer’s request shall be chargeable.

5. **Copy** – Where any additional work of whatever nature is necessary as a result of anything, including any copy supplied by a customer not being clear and/or legible, the printing.com reseller shall be entitled to make additional charges on a time and materials basis to cover such additional work.

6. **Proofs** – Mock ups or proofs of all work may be submitted for customer’s approval and the printing.com reseller shall incur no liability for any errors not corrected by the customer in the mock ups or proofs so submitted. Additional charges shall be made for any additional mock ups or proofs that are required as a result of alterations required by the customer. When style, type or layout is left to the printing.com reseller’s discretion, any subsequent changes to such style, type or layout required by the customer shall be subject to additional charges on a time and materials basis.

7. **Copyright** – (a) Unless negotiated and agreed in writing, the copyright of general artwork, commissioned artwork and illustrations and anything else whatsoever (including any code text and/or content) prepared, developed or created by the printing.com reseller including in connection with any website created by any printing.com reseller (“a Website”) shall vest in and belong to the printing.com reseller. The printing.com reseller may use any artwork or printing or website produced by itself for the purposes of promoting itself and/or PDC. The customer shall be responsible for obtaining all necessary authorities and consents to reproduce pictures, artwork, photographs, copyright text and/or any other reproducible materials (“Materials”) prior to instructing the printing.com reseller to reproduce the same. The customer shall indemnify and hold PDC, the printing.com reseller and all of their agents and representatives harmless against all claims, demands, actions, costs, expenses (including but not limited to legal costs and disbursements), losses and damages arising from or suffered or incurred by reason of any claim (including but not limited to the defence of such claim) that the use and/or reproduction of the Materials by the printing.com reseller infringes the intellectual property or other rights of any third party or misuses the confidential information of a third party.

(b) All design, text, illustrations, graphics, photographs, diagrams, drawings, logos and the selection and arrangement thereof, and all source code and all other material content of any Website owned, controlled or operated by PDC and PDC’s Buying Guide and PDC’s Marketing Collateral are the intellectual property of printing.com plc or its content providers and as between PDC and the customer all intellectual property rights (including all copyright) arising out of or connected with such content shall belong to PDC. No reproduction of any part is allowed without written permission.

8. **Company imprint** – Anything created by or on behalf of the printing.com reseller for or on behalf of the customer may carry the PDC imprint and / or text linked to any Website owned or operated by or on behalf of PDC which will be positioned at the printing.com reseller’s discretion.

9. **Delivery and payment** – Delivery shall occur on the completion of the creation by the printing.com reseller of the number of web pages as set out in the order form at which point the printing.com reseller shall be entitled to payment in full (and accordingly the printing.com reseller in question will be entitled to payment in full before the Website comes on-line). The customer acknowledges and agrees that whilst the printing.com reseller in question will agree with the customer an estimated date by which the Website will be “on-line” such a date is only an estimate and time is not of the essence as regards the Website coming on-line and accordingly, the printing.com reseller shall have no liability to the customer if the Website isn’t on-line by such estimated date. The customer will still be obliged to pay in full for the order in respect of which delivery was late. In addition:

(a) These services rely on the customer not delaying the progress of the order in any way (which delays include but are not limited to the customer not approving proofs or mock ups or failing to provide copy or content by the time specified by the printing.com reseller or failing to make payment by the time such payment is due) (a “Customer Delay”).

(b) Should work be suspended at the request of or delayed through any default of the customer including a Customer Delay for a period of 30 days or more the printing.com reseller shall then be entitled to payment in full for the work and/or services ordered.

(c) The printing.com reseller shall be entitled to payment in full before the Website will be on-line.

10. **Claims** – The Website will consist of those elements detailed on the Order Form and the printing.com reseller shall be under no obligation whatsoever to provide anything more (including any extra functionality) howsoever in respect of the Website (including any network access) other than that detailed in the Order Form. Any claim that the elements detailed in the Order Form have not been provided must be made in writing to the printing.com reseller within 28 days of delivery. The printing.com reseller shall not be liable in respect of any claim if the claim in question is notified outside the aforementioned timescale.

11. **Liability** – The printing.com reseller gives no warranties or guarantees or makes any representations as to the merchantability or fitness for a particular purpose of any completed work (including any Website) the subject of a customer’s order and all other warranties, conditions, guarantees or representations, whether express or implied, oral or in writing, except as expressly stated in these terms and conditions are hereby excluded. Further, the printing.com reseller shall not be liable for any indirect, special or consequential damages, loss of profits, economic loss, loss of goodwill or loss of anticipated savings or loss of data including any data stored on or accessible through a Website. The total aggregate liability of the printing.com reseller in respect of any and all causes of action arising out of or in connection with the customer’s order and the printing.com reseller’s performance of services pursuant to such order (whether for breach of contract, strict liability, tort (including, without limitation, negligence), misrepresentation or otherwise) shall (subject to the provisions of paragraph 10) be limited to the sums paid to the printing.com reseller by the customer in respect of the order pursuant to which liability has arisen. Nothing in these terms and conditions shall be construed so as to limit or exclude liability which cannot, pursuant to English Law, be excluded or limited including for death or personal injury or liability in respect of fraud or fraudulent misrepresentation.

12. **Customer’s property** – The customer’s property and all property supplied to the printing.com reseller by or on behalf of the customer shall while it is in the possession of the printing.com reseller or in transit to or from the customer be deemed to be at customer’s risk unless otherwise agreed and the customer shall insure such property accordingly.

13. **Credit terms and payment** – For invoices not settled within the agreed credit terms or for payments returned unpaid (such as cheques, credit cards or similar), the printing.com reseller reserves the right to charge interest at the statutory rate from time to time in force and an administration fee to cover its debt recovery costs and any other costs relating to the collection of payment.

14. **Insolvency** – If the customer ceases to pay its debts in the ordinary course of business or cannot pay its debts as they become due or being a company is deemed to be unable to pay its debts or has a winding-up petition issued against it or being a person commits an act of bankruptcy or has a bankruptcy petition issued against it, the printing.com reseller without prejudice to other remedies shall (i) have the right not to proceed further with the contract or any other work for the customer and be entitled to charge for work already carried out (whether completed or not) and materials purchased for the customer, such charge to be an immediate debt due to the printing.com reseller, and (ii) in respect of all unpaid debts due from the customer have a general lien on all goods and property in the printing.com reseller’s possession (whether worked on or not) and shall be entitled on the expiration of 14 days’ notice to dispose of such goods or property in such manner and at such price as the printing.com reseller thinks fit and to apply the proceeds towards such debts.

15. **Illegal matter** – (a) The printing.com reseller shall not be required to produce all or any part of a Website (including any text and/or graphics appearing on a Website) which in its opinion is or may be of an illegal, libellous, immoral, blasphemous, morally offensive, politically extreme, obscene or fraudulent nature or an infringement of the intellectual property or other rights or any third party (“Offending Matter”). (b) The customer shall indemnify and hold PDC and the printing.com reseller and all their agents and representatives harmless against all claims, demands, costs, expenses (including but not limited to legal costs and disbursements), losses and damages arising from or suffered or incurred by reason of the work it is required to produce pursuant to a customer order being or becoming Offending Matter. (c) Without prejudice to any other right or remedy the printing.com reseller may have under these terms and conditions or at law, in the event that the printing.com reseller in question reasonably believes that any Website contains Offending Matter or if required by any court or other competent authority to take the Website down then it may without liability to the customer and without giving any prior notice to the customer, take the Website in question down.

16. **Data Protection** – By placing an order with the printing.com reseller, the customer consents to its details being passed on to PDC for accounting and marketing purposes. The details will be kept by PDC even after the customer's trading relationship with the printing.com reseller has terminated. PDC and the printing.com reseller may use the customer's personal data to let customers know about goods and services similar to the goods or services provided to the customer previously and any other matters that PDC or the printing.com reseller consider may be of interest to customers.

17. **Force majeure** – The printing.com reseller shall be under no liability (and shall not be obliged to refund all or part of any fees paid by the customer) if it shall be unable to perform any obligation which is owed by it to the customer for any reason beyond his control including (without limiting the foregoing) Act of God, legislation, war, fire, flood, drought, failure of power supply, lock-out, strike or other action taken by employees in contemplation or furtherance of a dispute or owing to any inability to procure materials or services required for the performance of the contract, any loss of access to any network (including the internet) or any act or omission of any ISP or similar which arises other than as consequence of PDC being in breach of any agreement with the ISP or Website host (or similar) in question. During the continuance of such a contingency the customer may by written notice to the printing.com reseller elect to terminate the contract and pay for work done and materials used, but subject thereto shall otherwise accept delivery when available.

18. **Variation to Terms and Conditions** – These terms and conditions may be amended by the printing.com reseller and/or PDC from time to time (but not for the avoidance of doubt by any customers). The latest version of these terms and conditions may be accessed via the PDC Website.

19. Websites and Website Services

(a) The customer acknowledges and agrees that any code, software, content, graphics, visuals and the look and feel of any Website ("the PDCWS IP") shall, as between the customer and the printing.com reseller, belong to either the printing.com reseller or PDC. Further, save as expressly granted under the contract with a printing.com reseller, the customer shall have no right or licence whatsoever in or to the PDC WS IP.

(b) The customer acknowledges and agrees that whilst the printing.com reseller will use its reasonable endeavours to ensure that the Website is, otherwise than for maintenance (whether routine, planned or emergency) accessible at all times, it gives no warranty whatsoever that the Website will be accessible either in whole or in part or otherwise "on line" for any period of time or that access will be uninterrupted or secure.

(c) The customer will have access to certain of PDC's proprietary software ("Update Centre") that allows the customer to update the content of the Website. However, the printing.com reseller reserves the right to, without incurring any liability whatsoever to the customer, deny such access and/or otherwise and without giving any reason therefore to cease making Update Centre available.

(d) The customer agrees that in respect of the Website it will not:

- (i) do any illegal act including without limitation, drug dealing, violation of national export restrictions, harassment, fraud, trafficking in obscene material, distributing viruses, trojan horses or any other similar harmful or deleterious programming routines;
- (ii) do any act which either PDC or the printing.com reseller in question has reasonably requested the customer not to do;
- (iii) do or attempt to do any act which violates any system or network security which, without limitation, shall include unauthorised access and/or probing or scanning of the system security and/or hacking;
- (iv) involve itself in spamming, mail bombing, system flooding or anything similar;
- (v) provide any false or misleading information to the printing.com reseller or over the Website;
- (vi) use the Website for chat pages, contests or any other high volume activities without the express written permission of the printing.com reseller in question;
- (vii) permit anything to appear on the Website that is or could reasonably be considered to be defamatory, politically extreme, immoral, obscene, blasphemous or which could otherwise reasonably be held to offend public decency.

(g) The customer acknowledges and agrees that if the printing.com reseller in question and/or PDC reasonably considers that the Website is being used for any purpose that PDC and/or the printing.com reseller in question reasonably considers to be in breach of any of the above provisions or otherwise, in the common sense of the word, improper then it may, without prior notice, take down the Website in question without incurring any liability whatsoever to the customer.

(h) The customer acknowledges and agrees that it is not envisaged that any Website will exceed such bandwidth as the printing.com reseller acting (having regard to the size of the customer and the intended purpose of the Website and the fact that it is envisaged that only low volumes of traffic will be driven through the Website) reasonably considers appropriate, to the extent that such bandwidth is materially exceeded and/or is regularly exceeded PDC may, without prior notice take down the Website in question, without incurring any liability whatsoever to the customer.

(i) The customer acknowledges and agrees that in respect of Update Centre, it will be provided with a password and it must keep that password confidential to ensure that no unauthorised person accesses Update Centre. In this regard, the customer shall indemnify and hold PDC and the printing.com reseller and all their agents and representatives harmless against all claims, demands, actions, costs, expenses (including, but not limited to, legal costs and disbursements), losses and damages arising from or suffered or incurred by reason of any unauthorised access to Update Centre.

(j) The customer acknowledges and agrees that the printing.com reseller in question will have no liability for any element of the Website that was not created by it or on its behalf or which was supplied by the customer and further, the customer acknowledges and agrees that the PDC reseller shall only be liable in respect of any inaccuracy of any element of the Website that has been created by it or on its behalf if having been notified of such inaccuracy, which notification must be within 28 days of delivery, the printing.com reseller in question has, after having been supplied with everything it reasonably requests from the customer, failed to rectify the inaccuracy within seven days of being so notified and then the extent of the PDC reseller's liability in respect of such liability shall be governed by these terms and conditions.

(k) As regards the provision of the Website and any related services by the printing.com reseller, any words and phrases which have a customarily accepted meaning within the IT industry shall have that meaning unless stated otherwise.

20. **Severability** – If any provision of these terms and conditions is held by a court of competent jurisdiction to be invalid, void or unenforceable the remaining provisions shall nevertheless continue in full force without being impaired or invalidated in any way.

21. **Invalidity of other terms** – Unless expressly agreed to in writing, no other terms (including those contained on any purchase order supplied by a customer) nor any representation will form part of any contract between the printing.com reseller in question and the customer and these terms and conditions will, in absence of any written agreement between the printing.com reseller and the customer stating otherwise, represent the entirety of the terms of such contract.

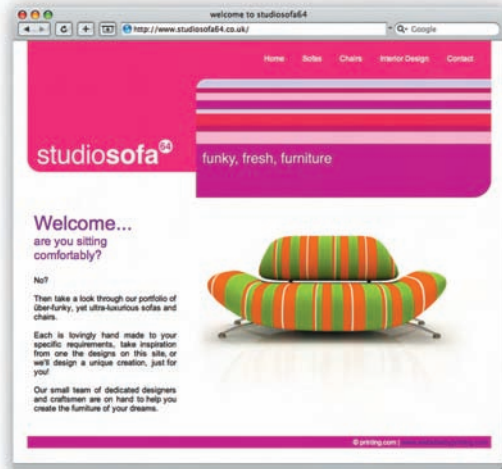
22. **Notice** – Any notice to be required to be served under any contract between the printing.com reseller in question and the customer shall be in writing and delivered personally or sent by first class prepaid post to, in the case of the printing.com reseller in question, the address of the outlet operated by the printing.com reseller in question and, in the case of the customer, to the address of the customer detailed in the order form. Any such notice shall be deemed properly served, in the case of personal delivery on delivery and in the case of posting two working days after the date of posting.

23. **Law** – These terms and conditions and all other express terms of the contract with customers shall be governed and construed in accordance with English law. English Courts shall have jurisdiction in relation to any matters arising in connection with any contract between the printing.com reseller and the customer into which these terms are incorporated.

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