Service Terms

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These terms explain how a NECESSITY project moves from inquiry to quote, agreement, deposit and final delivery. Signed project documents contain the specific scope and terms.

How a project starts

Choose a package or request a custom quote. We will reach out within 24 hours to confirm the price, scope and next steps. An inquiry, estimate or cart selection is not a signed project agreement. Work begins after the required agreements are signed, the deposit clears and we receive the materials needed to begin.

Your written agreement

Your signed Master Services Agreement and Statement of Work set the specific deliverables, price, schedule, changes and responsibilities. These website terms explain the general process; any express project-specific terms in those signed documents control, subject to applicable law.

Prices and payment

A 25% nonrefundable deposit is credited toward the agreed project price. The remaining 75% is due after final approval and before launch or final delivery. All prices are in US dollars. Taxes, hosting, domain names, paid fonts and outside subscriptions are separate unless your written quote includes them. One-time projects do not create an automatic subscription.

Cancellation and the deposit

If you cancel, the 25% deposit is not refunded. You are responsible for completed work and authorized, nonrecoverable outside costs beyond the deposit, with the deposit credited so you are not charged twice. The remaining 75% is not automatically charged for unperformed work. Refunds required by applicable law or separately agreed in writing will be honored. Any unused final-balance payment is reconciled against amounts properly owed. Contact us in writing if you need to stop or change a project.

Your materials and feedback

You must have permission to use the text, images, logos and other materials you provide. Your project plan specifies included changes. New pages, new ideas or added features may need a separate written quote. Delayed materials or feedback can move the delivery date.

Approval and ownership

You review the work and approve it in writing. After full payment, we deliver the final files and transferable rights identified in your agreement. Drafts, unused concepts, reusable tools and third-party materials are excluded unless agreed. Your domain should stay in your name, and outside assets retain their own license terms.

Tools and service limits

We may use creative tools, including AI, with human review. Logo services do not include trademark clearance or registration unless a separate written scope says otherwise. We do not promise search rankings, sales, uninterrupted hosting or absolute security. Monthly website care, hosting and ongoing support are available under a separate written quote and agreement.

Questions and privacy

For project questions or cancellation requests, email PaulJames@necessity.digital. Our Privacy Policy explains how website inquiries and preferences are handled. These terms do not remove rights or remedies that applicable law does not allow you to waive.