

Terms and Conditions

Please be Aware that by accepting our request to manage your Google Adwords account or by agreeing to allow us to set up an account you are agreeing to these terms & conditions. At that point this contract begins and will run for three calendar months (on a rolling basis) – these terms supersede any other information received or mentioned at point of sale in the event of any misunderstanding.

Redglow Solutions will manage and maintain your Google Adwords Account for an initial period of three months. We will provide a full analysis and will make changes based on our experience and expertise and after consultation with the client. We will not be able to inform the customer of all changes that we make, however we will not alter the following without consultation

1. Campaign budget.
2. Bulk changes to landing pages.
3. Any additional service that we would require payment.

We cannot be held responsible for any loss of income caused by any errors we make. Please be aware that the work we carry out in no way affects your natural/organic position on any of Google's search engines.

Our management fee (as agreed at point of sale) is for the management and maintenance of your account and may not include large scale & time consuming bulk changes that have been requested by the customer. For example if the customer is changing product type or has a new website – and there is a large amount of work – we may after consultation with the client, charge for the extra work (at a rate of £25/hr).

Please note that there is a minimum monthly fee of £120 per month plus VAT. Even in the instance where you spend £0 on your PPC campaign. If 15% (or agreed rate) of the account totals less than £120 we will charge £120 as a minimum set fee.

This contract automatically renews every three months. We do not require your permission to continue this contract. Our services can be cancelled either in writing or by email (customerservices@redglow.co.uk) so that the advertising will cease at the end of that 3 month term. The campaign will only be cancelled either by ourselves receiving a cancellation request by letter or by yourselves receiving a confirmation by e-mail and providing that the account is not in arrears. Please be aware that we cannot be held responsible if we do not receive any e-mails that you send and we will always respond to cancellation requests to confirm. We require 10 working days notice to cancel and if this notice period falls within the next renewal date the full 3 monthly payments will be requested.

In the event of a missed or cancelled payment our services will continue for a maximum of 10 working days. However we will continue to charge for our services for a maximum of three months or until the agreement has been cancelled. It will not be possible for the buyer to cancel the agreement should there be an outstanding balance even if it has been requested in writing prior or after the account is in arrears. The buyer would need to first pay the outstanding balance and then request the notice period. This includes a situation where the customer refuses to pay for their final months payment after they have given notice. In the event that the direct debit has been cancelled by the buyer then at that point the full payment for the remainder of the contract becomes due. Interest may be charged on any late/cancelled payments along with charges incurred due to cost of collection. Any successful charge-back or direct debit dispute will be treated as a missed payment.

You are also authorising the seller to hold the following pieces of information.

Company/Contact Name/Address

Contact Details

URL/Email Address

Bank details

The trading address -

Redglow Solutions Ltd,

Century House,

11 St Peters Square,

Manchester,

M2 3DN

Customerservices@redglow.co.uk

0161 300 3284