TERMS AND CONDITIONS

Designeasy

Designeasy

Design & development services - Nairobi, Kenya

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These Terms and Conditions ("Terms") govern your use of Designeasy (the website, the client dashboard and every service ordered through them), operated by Design Easy Ltd, Nairobi, Kenya ("we", "us"). By creating an account or placing an order you agree to these Terms. Please read them to the end.

1. ACCOUNTS

You must give accurate details and keep your login private. You are responsible for everything done with your account. We may suspend accounts used for fraud, abuse or to break these Terms.

2. ORDERS AND CONTRACTS

Each order is a separate agreement for the service, options and requirements you choose. When we approve an order we send a contract to your dashboard; the contract states the scope, price, payment plan and delivery date for that project and takes priority over these Terms where they differ.

3. PRICES AND PAYMENT

Prices are in Kenya Shillings (KES). Payments are made by M-Pesa from your dashboard (you confirm each payment with your M-Pesa PIN on your phone) or to the Paybill, Till or bank account shown on your invoice.

- Direct Pay: a deposit (shown when you order) is due before work starts; the balance is due when the work is delivered and approved.

- FlexPay: the price is paid in the instalments shown when you order; work continues while instalments are paid on time.

Extra charges such as printing, shipping or delivery appear on your invoice before you pay them. Taxes are added where they apply.

4. DELIVERY AND REVISIONS

We deliver by the date in your contract and keep you updated in your dashboard. You can review each delivery and ask for reasonable revisions within the agreed scope. Work outside the scope, or changes after approval, may be quoted separately. Delays caused by missing content or late feedback move the delivery date accordingly.

5. APPROVAL

When you approve a delivery (or do not respond within 7 days of it being sent, where your contract allows), the work is treated as accepted and any balance becomes due.

6. CANCELLATIONS AND REFUNDS

You may cancel before work starts and receive your deposit back, less any transaction costs. Once work has started, the deposit covers work already done and is not refundable; work completed and approved is not refundable. Where we cannot deliver, we refund what you paid for the undelivered work.

7. OWNERSHIP AND USE OF WORK

Once paid in full, you own the final approved work we create for you, except for third-party items (fonts, stock images, software libraries) used under their own licences. Until full payment, the work remains ours. We may show finished work in our portfolio unless you ask us not to in writing.

8. YOUR CONTENT

You confirm you have the right to use everything you send us (logos, text, images, data) and that it does not break anyone's rights or the law. You remain the owner of your content and allow us to use it only to deliver your project.

9. CONFIDENTIALITY

We keep your project information confidential and share it only with team members who need it to deliver your work. Software and automation projects are also covered by a separate non-disclosure agreement sent with the contract.

10. PRIVACY

We handle your personal data in line with the Kenya Data Protection Act, 2019 and our Privacy Policy, only to run your account, deliver your projects and process payments.

11. LIABILITY

We deliver our services with reasonable skill and care. To the extent the law allows, our total liability for any project is limited to the amount you paid for that project, and we are not liable for indirect losses such as lost profits or data.

12. REWARDS, REFERRALS AND POINTS

Points, referral discounts and tier benefits have no cash value, cannot be transferred and may expire or change as shown in your dashboard.

13. CHANGES TO THESE TERMS

We may update these Terms. The version in force when you place an order applies to that order; we will show the updated Terms before your next order.

14. LAW AND DISPUTES

These Terms are governed by the laws of Kenya. We will first try to resolve any dispute with you directly and in good faith; if that fails, the courts of Kenya have jurisdiction.

15. CONTACT

Questions about these Terms: message us from your dashboard, or contact Design Easy Ltd, Nairobi, Kenya.

By continuing, you confirm that you have read and agree to these Terms and Conditions.



SAMUEL ALWANDE
Managing Director