

# Terms of Service

Last updated: March 19, 2026

These are the terms that apply when you work with Budapest Labs. We've kept them straightforward — no surprises.

## What we do

We design and build websites for small businesses. Depending on your plan, this can include: custom design and development, mobile-friendly layouts, hosting and deployment, domain and email setup, multilingual support, booking systems, analytics, and more. If you need something extra, we'll discuss it and agree on it together. The exact scope of your project is based on the plan you choose and anything else we agree on in writing.

## How payment works

We ask for a small deposit of 10% before we start — this confirms your order and reserves your spot. The remaining 90% is only due once you've seen the result and are happy with it. If after the included revision round you're still not satisfied, you don't have to pay the rest — the deposit simply covers the time we've already invested. We accept bank transfer, card payment, and cash. Prices are in EUR.

## Revisions

Every plan comes with one round of revisions at no extra charge. This covers adjustments to the design, layout, or text. It doesn't cover starting from scratch or adding features outside the original plan. If you'd like additional changes beyond that, we'll let you know the cost upfront — no surprises.

## Delivery timelines

The timelines on our website (e.g. same day, 1–2 days, 3–5 days) are estimates based on typical projects. How long your project takes depends on its complexity and how quickly you can send us your content. We always do our best to deliver on time, but we can't guarantee exact dates. The clock starts once we have everything we need from you (text, images, logo) and the deposit is confirmed. If there's a delay on your side, that doesn't count against our timeline.

## What we need from you

To build your website, we'll need your content — text, images, logo, and any branding materials. We also ask that you review the preview within about a week. If we don't hear back within 14 business days, we'll consider the project approved. Please also make sure the content you send us is yours to use — we trust that you have the rights to everything you provide.

## Who owns what

Once you've paid in full, the website is yours — the design, the content, everything we built for you. You're free to move it, change it, or take it down whenever you want. We may use general-purpose tools and code that aren't specific to your project. We'd also love to feature your site in our portfolio, but if you'd rather we didn't, just let us know.

## Third-party services

Your website may use services from other companies — things like hosting, domain registration, email, or payment processing. These are independent services with their own terms and pricing, which can change over time. We'll help you set everything up, but we can't control how those providers operate.

## Cancellation

You can cancel your project at any time before you approve the final result. The deposit covers the initial work and isn't

refundable. If we've already done a significant amount of work, we may charge a fair amount for what's been completed — we'll always discuss this with you first. On our side, if we don't receive your content within 30 days or can't reach you for over 30 days, we may need to close the project.

## **After delivery**

We stand behind our work. If something isn't working as expected within 30 days of delivery, we'll fix it — as long as it's something on our end. After that, ongoing maintenance or new changes aren't included unless we agree on it separately. We can't guarantee that third-party services (hosting, internet, etc.) will work perfectly at all times — that's outside our control.

## **Our responsibility**

We take our work seriously, but there are limits to what we can be held responsible for. If something goes wrong, our liability is limited to the amount you paid for the project. We're not responsible for issues caused by changes you make to the website after delivery, or for things outside our control like third-party service outages.

## **Updates to these terms**

We may update these terms from time to time. When we do, the new version will be posted here. Any project you've already started will follow the terms that were in place when you placed your order.

## **Legal details**

These terms follow Hungarian law. If there's ever a disagreement, we'd prefer to work it out together first. If that doesn't work, the courts in Budapest have jurisdiction.