FREQUENTLY ASKED QUESTIONS

How do I make changes to my website?

If your website is being hosted with us, we will make any minor content changes to your website, free of charge. We aim to make these changes within 2 working days of receiving the request.

How do I make my website live?

You have two options when it comes to making your website live on the internet:

1) Host your website with us. This will be be free for the first 3 months and £20 per month after this period. This price includes domain name, hosting, maintenance and minor content changes.

2) Host your website using your personal hosting account. You will need to purchase a domain name and hosting package. We will then provide you with the HTML files of your website. Minor content changes will not be available free of charge, if you choose this option.

I already own a domain name and hosting, what happens now?

You can either point your domain name at our hosting or you can purchase your own hosting. We will help you with this when your website has been built with Web Tree Design.

What is the process?

A simple step by step guide shows the process below:

Download a Design Form from the Contact Us section of our website. Complete this to the best of your ability and send this to chad@webtreedesign.co.uk. We will then provide you with a free, no obligation quote. The short, simple form contains information such as business name, target audience, preferences of design, colour schemes, features required etc.

You can now choose whether or not you would like to proceed with Web Tree Design.

A design consultation can be organised (optional) over telephone or Skype. This is just to get more of an in depth view of how you would like your website to look.

We provide a first draft of your website on a temporary domain name. You then let us know the changes you would like to make. This step is repeated up to 3 times.

Once you are 100% happy with your brand-new website, we will then put your website live on the internet.

How do I receive a quote?

Contact us via email and we will attach a simple form for you to complete. This will give us an understanding of your business and what you require from your website. Once this has been returned to us, we will provide you with a quote, usually within 2 working days.

Do I have to have a design consultation?

This is entirely up to you. On most occasions, we do gather enough information from the basic form. However, we can organise a telephone or Skype consultation if you wish to go through your design in further depth.

Can I have some features that are not included on your website?

Please request these features on your form and we will look into it for you.

What are the ongoing costs and why do we have to pay for these?

You can either take your HTML files from us and pay no further fee to Web Tree Design. Or you can choose to pay a small £20 a month charge. This will include maintenance, hosting, your domain name and minor changes to your website content.

What is the cancellation procedure?

You can cancel your ongoing £20 payment at any time. Please give us a minimum of 2 weeks as a warning notice.

How long will it take for my website to be live?

We usually aim to have a first draft provided to you within a working week. However this can vary due to the design and size of your website. From here it totally depends on how quickly you provide us with feedback.

Email chad@webtreedesign.co.uk if you have any further questions that are not included on this page.