

Introduction

These Migration Terms govern the migration of an existing website, application, or mailbox to Pladinum Group SL ("Pladinum", "we", "us", "our").

They supplement the General Terms and Conditions and prevail over them in respect of migration services.

1. When Migration Is Included

1.1 Migration is included at no charge on Agreements with a fixed term of one (1) or two (2) years, across all Services.

1.2 On monthly Agreements, migration is available as a separately quoted one-time service. The fee is stated before any work begins.

1.3 Where a Customer moves from a monthly Agreement to a fixed-term Agreement, migration performed before that upgrade remains chargeable in accordance with Section 2.9 of the Refund Policy.

2. What a Standard Migration Covers

2.1 A standard migration covers one website or one mailbox set, and includes:

- (i) files and directory structure;
- (ii) the database or databases associated with that website;
- (iii) mailboxes and their existing contents, where email is being migrated;
- (iv) DNS records required for the site and email to resolve; and
- (v) installation of an SSL certificate.

2.2 A standard migration assumes a source platform we support, that credentials with sufficient access are supplied, and that the source environment remains available and unchanged for the duration of the migration.

3. What Is Quoted Separately

3.1 The following fall outside a standard migration and are quoted before work begins:

- (i) additional websites beyond the first;
- (ii) large or complex ecommerce stores;
- (iii) non-standard server configurations, custom software, or bespoke stacks;
- (iv) anything requiring changes to application code;
- (v) migration from a platform we do not support, or from a provider that does not permit export;
- (vi) repair of a site that is already broken, infected, or non-functional at the source; and

(vii) repeat migrations of the same site.

3.2 Where work is found to fall outside scope after a migration has begun, we will stop and quote before continuing. We will not perform out-of-scope work and invoice for it afterwards.

4. How Migration Works

4.1 Your existing site is copied to Pladinum infrastructure while your current provider remains live. Nothing is switched until you confirm the copy works.

4.2 You are given access to review the migrated site before DNS is changed.

4.3 DNS is switched only on your confirmation. Propagation is governed by TTL values and by resolver caching outside our control.

4.4 Most migrations complete within one business day. Large stores and complex environments take longer, and we give an expected window before starting.

5. Your Responsibilities

5.1 You must provide accurate credentials with sufficient access to the source environment, and the authority to use them.

5.2 You must not make changes to the source environment during the migration. Where changes are made, content added after the copy is taken will not be present, and a second migration may be chargeable.

5.3 You must retain your own backup of the source environment. Migration is a copy operation and is not a substitute for a backup.

5.4 You must keep your existing service active until you have confirmed the migrated site is working correctly.

5.5 You must respond to requests for information within a reasonable time. Where a migration stalls because information is outstanding for more than thirty (30) calendar days, it may be closed and a new request required.

6. What We Do Not Do

6.1 We do not redesign, rebuild, optimise, update, or otherwise modify your site as part of a migration. A migration reproduces what exists.

6.2 We do not migrate software licensed to your previous provider, or configuration that cannot lawfully be copied.

6.3 We do not guarantee that third-party integrations, plugins, or services configured against your previous environment will continue to function without reconfiguration.

6.4 We do not accept responsibility for pre-existing defects, security compromises, or performance problems carried over from the source.

7. Where a Migration Cannot Be Completed

7.1 Where a migration cannot be completed for technical reasons attributable to Pladinum, any migration fee paid is refunded in full.

7.2 Where a migration cannot be completed because the source environment is inaccessible, because credentials are invalid, because the previous provider prevents export, or for any other reason outside our control, the fee remains payable and we will explain what blocked it.

8. Refunds

8.1 Once a migration has been performed, any migration fee charged is not refundable.

8.2 Where a migration is performed during a refund period, the value of that migration is deducted from any refund in accordance with Section 2.8 of the Refund Policy.

9. Liability

9.1 Pladinum is not liable for loss of data, downtime, or lost revenue arising from a migration, except to the extent caused by our own failure to exercise reasonable care.

9.2 Liability in respect of a migration is limited in accordance with Article 13 of the General Terms and Conditions.

10. Contact

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