Content Grabber: Standard Terms for Project Development

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1) It is the client's responsibility to direct or provide our developers with the locations of the required data elements for each website to be scraped or any revisions to those websites as a service. This will help ensure data integrity for the client and help us determine the appropriate data necessary to make your projects successful.

2) We do not run your data extraction agent at our location, except for testing and sample data extraction. That is unless we have a separate Managed Data Services agreement with you. We can create your agent, but you need to run it by yourself at your location using a copy of Content Grabber. The cost of the software is not included in this quote, and we only develop agents for the latest version of the software.

3) Target websites may in rare cases implement web scraping protection mechanisms, such as CAPTCHA or IP blocking, which are sometimes not revealed before am agent is run and a considerable amount of data has been extracted. Quotes provided do not include dealing with these issues if they arise, unless specifically mentioned in the quote.

4) Web scraping is notoriously unreliable and issues are often caused by external factors we have no control over, such as an unreliable target website, an unreliable Internet connection or website changes. We cannot guarantee that you will be able to extract all data every time you run a project.

5) Web scraping can be extremely difficult on some websites, often because of small technical details that are not revealed before we start creating the data extraction agent. In rare cases, we may therefore increase the cost of the project or cancel the project all together. You always have the option to cancel a project if we find it necessary to increase the cost.

6) We provide a one week warranty for all data extraction projects. Warranty includes minor changes to a project, but you cannot change project specifications during warranty. After the one week warranty period has expired, (unless you have already alerted us of a valid change via email) we will need to charge you for additional development effort. Following the delivery of the extraction project (via email or other agreed method) if a week passes without sending us a change request, this is deemed to be your acceptance of the completed project.

7) Please note that data extraction agents may start failing because of changes to the target website and these changes may not be visual changes. If a data extraction agent starts failing after the warranty period, we will need to charge you to fix the problem no matter the cause of the problem.

8) You own the data extraction agent and can modify it by yourself, and also run it as many times as you like.

9) Where you have an outstanding bill for a previous data extraction project we have developed for you, this must be paid for before we can continue on the next project.

10) Our development quote does not include any form of training, training material or other documentation unless specifically specified.

11) If agreed development timeframes are not met due to issues with the target website, development software, changes in customer requirements or other issues beyond our immediate control we can't be held responsible (legally or commercially) for any commitments made to third-parties.