Terms and conditions

Version 2026-09-27 · Missing Title S.L. · NIF B22909154
Avda. Huelva 37, Ciudad Quesada, 03170 Rojales, España

The contract: what €99 a month buys, what happens to your domain, and how you leave whenever you want.

1. Who we are, and who this is for

These terms govern the purchase of the Vitrina service, supplied by Missing Title S.L., tax number B22909154, registered office Avda. Huelva 37, Ciudad Quesada, 03170 Rojales, España. You reach us at andrey@vitrina.business.

The service is aimed exclusively at companies, sole traders and professionals — in Spain or in any other country — buying in the course of their business or profession. A sole trader subscribing for their own business is buying as a professional. By subscribing you confirm you are doing so, and you say so expressly on the payment page. We do not contract with consumers. Consumer protection law therefore does not apply and, in particular, there is no fourteen-day right of withdrawal. In exchange there is no minimum term: you can cancel at any time under clause 9.

How the contract is made. First you pick the domain in the search and see a summary of what you are buying. Then, on Stripe's payment page, you enter your billing details, tick the box confirming you are buying for your business and accepting these terms, and pay. Finally you get the confirmation on screen and by email. Until you press the pay button you can go back and correct anything: the domain in the search, everything else on the payment page itself. The contract can be made in Spanish or in English.

The contract is formed when the first payment is confirmed. Within 24 hours we email you the confirmation, with the details of the contract — customer, domain, price, start date and next charge — and, attached as a PDF, the text of these terms in the version you accepted. We keep a record of the contract — the version accepted, the date and time, and the IP address it was accepted from — and send you a copy whenever you ask.

2. What the subscription includes

- A website for your business, built by us from what your business publishes on its Google listing and from whatever you send us.
- Hosting for that site, with its certificate and its backups.
- A domain, registered and renewed for as long as the subscription lasts, on the terms of clause 5.
- Access to the admin panel, where you can edit anything yourself.
- The content changes you need, made by us and never billed per change: services, prices, opening hours, photos, text and notices.

It does not include a bespoke redesign, a photo shoot, pages built outside your site, online shops, booking systems or custom development. If you want any of that we quote for it separately, as a different contract.

"The changes you need" means in good faith, not a design team on retainer: if the volume stops resembling that of a local business we will say so before we stop, never after.

3. Signing up and going live

You pick the name in the search, pay the first month, and from there the work is ours. The availability check before payment is informational and reserves nothing.

We aim to have your site ready for you to review within 24 to 48 working hours of payment. That is an undertaking of diligence, not a fixed deadline: if a supplier fails or your Google listing does not carry

enough information, we tell you and agree another date.

Publishing the site depends on your approval and, if you already have a website, on when you want the switch to happen.

4. Price, invoicing and missed payments

The fee is **€99 per month, taxes included**; in Spain that is €81.82 net plus 21% VAT, shown separately on every invoice. If you subscribe from the United States, the fee is **US$99 per month**, plus your state's sales tax should it ever apply. The exact amount is always shown on the payment page before you pay. It is charged monthly and automatically to the card you register, and renews for further monthly periods until you cancel.

Tax depends on where your business is, and the payment gateway works it out from your billing address and tax number:

- **Spain:** Spanish VAT at 21%, included in the €99.
- **Another EU member state, with a VAT number valid in VIES:** reverse charge. We charge you no VAT and you account for it in your own country. You warrant that the number is yours and valid; if VIES does not confirm it, we apply the VAT that is due without changing the total and correct the invoices concerned.
- **Another EU member state, without an EU VAT number:** the VAT due under EU rules, included in the €99.
- **Outside the EU:** not subject to Spanish VAT. Any tax, duty or withholding in your own country is yours to bear.

Stripe processes the payment. We issue an invoice for each period, in your business's name and with your tax number if you give it to us. You agree to receive invoices electronically: they arrive by email and are kept in the billing portal, where you can also download them and update your tax details.

We may change the price on 30 days' notice. The new price applies from the next renewal, and if it does not suit you, you can cancel before that period starts at no cost.

If a payment fails we retry for 7 days and tell you. After that we may suspend the site — make it unreachable, without deleting it — and if a further 30 days pass without payment, terminate the contract. Suspension does not release you from fees already due.

5. The domain

We register the domain with an accredited registrar and keep it in our account, in the name of Missing Title S.L.. This is not a technicality at your expense: it is what makes DNS, renewals and certificates happen without you doing anything, and it stops a site going down because somebody missed a renewal email.

The domain is yours in the way that counts: you can take it with you. Ask us in writing at andrey@vitrina.business and we transfer it to whichever registrar account you name, free of charge, whether you are still a customer or not. We start the transfer within 5 working days of your request, once you have an account open at the receiving registrar.

One deadline is not ours to give: ICANN rules prevent a domain from being transferred to another registrar **for 60 days after it is registered**, and no registrar can lift that lock. There is a second 60-day lock on a change of registrant, and that one we avoid by requesting the opt-out where the registrar offers it. If you ask within the first 60 days, we prepare the transfer and it goes through on the first day the registry allows.

If you cancel, we keep the domain registered for 60 calendar days so you can ask for the transfer without rushing. After that, if we have heard nothing, we may let it lapse — at which point the name returns to the market and anyone can register it. We will email you before that happens.

Some domains we cannot include: those the registry prices as premium, and those costing more than the subscription absorbs. We tell you during the check, before charging you anything, and look for another

name. We also cannot guarantee a domain stays free between the check and the payment.

If the domain is no longer available when we come to register it after payment, we suggest other names. If none of them suits you, we refund the first payment in full, with its corrective invoice, and the contract is void.

6. Your content

The text, photos, logo and business information are yours and stay yours. You licence us to use, reproduce and publish them for the sole purpose of building and maintaining your site while the subscription lasts.

You warrant that you have the right to what you give us: that the photos are yours or licensed, that anyone appearing in them has consented, and that the information — prices, allergens, opening hours, qualifications — is true. You are answerable for that to third parties; we do not verify what you publish.

The information and reviews we take from your Google listing are the ones your business already makes public there. If something should not appear on your site, say so and we remove it.

You also licence us to name your business and show an image of its site as an example of our work. If you would rather we did not, say so and we stop.

7. What is ours

The software, templates, panel and design we build your site with are ours or our licensors'. The subscription lets you use them while it is in force; it does not let you copy, resell or take them away. What you take away is your content and your domain.

8. Availability

We take reasonable steps to keep your site continuously available, announcing maintenance whenever we can. We do not commit to an uptime percentage and offer no downtime credits: at this price, anyone promising one in writing would not keep it.

We are not liable for interruptions caused by the suppliers the service depends on (registrar, domain registry, hosting, payment gateway), by your own internet provider, or by force majeure.

9. Cancelling

You can cancel whenever you like, online from the billing portal — the link is in every email we send you — or by writing to us. There is no minimum term and no penalty. We confirm the cancellation by email, with the date it takes effect.

Cancellation takes effect at the end of the monthly period you have already paid for; until then the site stays up. Fees already charged are not refunded, nor are part-months, except in the price-change case in clause 4.

After cancellation we hand over a copy of your content — photos and text — and hold the domain for you under clause 5. The copy stays available for 30 calendar days and is then deleted.

10. Termination by us

We may suspend or terminate the contract, with notice except in urgent cases, if the service is used for unlawful activity, for content that infringes third-party rights or is discriminatory or misleading, if payment fails as described in clause 4, or if the use puts the infrastructure or other customers at risk.

If we terminate for reasons not attributable to you, we refund the proportionate part of the current period, with its corrective invoice.

11. Liability

We are liable for direct damage caused by our breach of these terms, capped at the fees you actually paid in the twelve months before the event giving rise to the claim.

We are not liable for loss of profit, loss of custom, loss of data you did not keep a copy of, or indirect damage. None of this limits liability the law does not allow to be excluded, such as wilful misconduct.

12. Data protection

How we process your data as a customer is set out in the Privacy policy.

Where your site collects data from your own customers, you are the controller and we are the processor. We undertake to process it only on your documented instructions, keep it confidential, apply appropriate security measures, not sub-process without telling you, help you with rights requests and breaches, and return or delete it when the relationship ends. This clause constitutes the processing agreement required by article 28 GDPR.

13. Changes to these terms

We may amend them to reflect changes in the law or in the service. We will email you at least 30 days beforehand and the new version applies from the following renewal. If you do not accept it, you can cancel before it takes effect, at no cost.

Each version of these terms carries its date as its version number and stays published on this site. The one you accepted is the one named in your sign-up confirmation.

14. Assignment

You may not assign your position under this contract without our written consent. We may assign ours on a corporate reorganisation or a sale of the business, telling you and without worsening your terms; if that does not suit you, you can cancel.

15. Governing law, jurisdiction and language

These terms are governed by Spanish law, whichever country you subscribe from. As the service is aimed exclusively at professionals and businesses, the parties expressly submit to the courts of Rojales under article 54.2 of the Spanish Civil Procedure Act, waiving any other jurisdiction.

If any clause is held void, the rest stays in force and the clause is replaced by a valid one pursuing the same purpose.

This is a translation of the Spanish text for your convenience. In the event of any discrepancy, the Spanish version prevails, as the company is Spanish and the service is supplied from Spain.

SHA-256 of this version (Spanish and English text together):
88fde20f617165905cf494801d7db12ee14f6899025af00a57ac73967d808733