

TERMS & CONDITIONS

Pre-Design Phase - before we commence drafting of your site

- All prices quoted are valid for 30 days from the date of our quote being emailed to you.
- If we do not receive your completed question list and images within 3 months of receiving your deposit, your account will be suspended and re-activating your account will incur a \$200 administration fee. If we do not receive your completed question list and images within 3 months of receiving your deposit, your account will be closed completely and all money paid will be forfeited.
- Although we reserve the right to change the prices and scope of our or services at any time, all pricing quoted is guaranteed.

Design Phase - submitting your information and design preferences to us before we commence your site

- We will only commence design once we have received your completed question list along with all your information and photos. The delivery date of 15 business days starts from the date of receipt of your complete information. But the delivery date will depend upon your requirements in the website which may take longer business working days depending upon your projects.
- If you have preferences for design and layout, you must tell us before we begin drafting your website. This helps us to select and apply a design that is closest to your preference without spending our time inefficiently trying to guess your preferences.
- We welcome all your ideas for design preferences; these must be completed and submitted to us in the relevant sections in our question list prior to commencing work on your site.
- If you do not provide your design preferences in the question list during the design phase, and give us design suggestions after designing your draft site, we reserve the right to charge you a re-design fee of \$300 for altering your design layout and template after the time spent on your initial design.
- Once you approve the sample website then the designing fee should be paid on advance so that we can work on the other pages of your website and hosting fee will be applicable once your design will be complete.
- If a logo has been purchased, this will need to be signed off before the website design is commenced.

Editing and Review Process - you will be allowed 2 revisions of edits to your website while it is under construction

- Your standard web design price includes two revisions of edits, if you exceed this; we reserve the right to charge \$150 per additional edit revision round.

- All edits must be submitted in a single email where possible, you may use multiple emails if you have size limitations when sending us photos.
- Please do not bombard our email account with single edit requests as they come to your mind. Be considered and efficient when reviewing your site and communicating any questions to our team.
- During the design phase of your web development, if you do not provide edits within 3 months of a draft being provided, we reserve the right to close your account and all money paid will be forfeited.
- All deposits and fees paid are non-refundable after the client has approved a draft. Once the design work has been signed off for publication, fees are payable as they fall due.
- The usability, functionality and/or limitations of our content management system are not reasons for not paying the balance of your website.

If You Do Not Like The Website We Have Created

- If you have provided us with all of your design preferences upfront and adhered to our design phase terms and conditions, you may request a re-design (at no additional charge).
- If you would like a re-design, please provide us with clear guidance on what you want changed so we can attempt a different design layout in your next version. We will not undertake a second design without your guidance so please help us by communicating your ideas with us.
- If you did not provide us with any guidance for your design preferences and our team has suggested a design for you which you do not like, you are entitled to ask us to try a new design template on your site - we are highly responsive to your feedback and will always make a genuine effort to listen to you to meet your needs.

If You Change Your Mind and Want a New Look After Your Suggested Guidance

- If you have given us your design guidance and we have applied it to your website based on your suggestions, you may change your mind and want a different design mid-way through the process.
- We can re-design your website, however we will charge you a \$300 re-design fee to change the look of your site for the additional time we spend. This charge is to protect our time as we are a fixed cost provider who also has bills to pay.

Edits Due To Change of Mind and Indecision

- If you have edits that relate to your own change of mind or indecision within the 2-round review process, we will advise you if you exceed the limitations of our review. We recommend that you take some time to reflect on your site in your own time and get back to us when you have certainty about what you want.
- We will not offer a refund of your deposit in the instance of change of mind and indecision as we have spent considerable time to listen to your feedback and preferences and the limitations do not relate to our service.

- If we believe your requests for changes exceed our fair use policy we will notify you and may charge additional fees for our time.

If You Don't Like The Content Written On Your Draft Site

- You know your business best, so we suggest that you take our draft suggestions and modify them to suit you.
- Please remember that we are web designers and will never know your businesses as well as you do, so please take over the steering wheel and give us some specific guidance on what you would like to see changed. We will not process vague requests for content without clear explanation of what you want.
- Please tell us clearly what you don't like and what you would like to see that we did not provide. If you provided incomplete content in your question list, it is up to you to fill in the gaps during the review process.
- We will not re-write your content in a second revision until we receive your clear guidance for changes as we do not want to keep guessing what you would like.

Post Publication Support

- Support and FAQ resources are available free of charge in our self-management guidance to assist you in updating your site.
- We are not responsible for any copy, editing or updating of the clients website. We will not do any work on your website unless contracted to do so, we provide an annual editing service for \$500 to process updates to your site ongoing.
- Our email-only help desk is available 10am-6pm AEST. This service is provided to direct you to information to solve a single problem. Response times may vary between 24-72 hours and may be communicated outside of our business hours.

Client Administration

- If a client does not abide by our terms and conditions, we reserve the right to terminate the service immediately with no refund.
- Failure to make ongoing hosting and domain payments may result in your website and emails being suspended.
- All cancellations must be requested in writing. We require 15 days written notice. No prepaid hosting balances will be refunded.
- You may take full backups of your website through the CMS and you are the owner of your website and domain name.
- You must notify us of any change in your contact details where we send your invoices. If you fail to do this and we do not receive your renewal payments, this could result in your website going offline.