

**TARA WHITIE  
DISCLAIMER, PAYMENT TERMS, RATES & COSTS  
2021**

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## 1. Disclaimer

Tara Whitie is **not** responsible for changes to any 3<sup>rd</sup> party functionality including but not limited to: Google, any social media platform and/or any 3<sup>rd</sup> party software.

## 2. Website Building Costs

Guide only **\$240.00** per **page/fold**. Based on \$80 per hour.

**Page** - any navigation link such as; Home, About, Services, Testimonials, and Contact Us etc.

**Fold** - where you scroll down a web page and have past the current content area and now a new content section is visible, so below the initial fold, these sections act like pages.

Search Engine Optimisation (SEO) is not included in website building costs; this is charged separately at \$80 per hour.

Indexing (listing your website with Google search engine) is not included in website building costs; this is charged separately at \$80 per hour.

## 3. Updating Existing Website/s – Hourly Rate \$80.00

Including but not limited to:

Calling/emailing your hosting company including wait times to investigate issues.

Calling/emailing your 3<sup>rd</sup> party email delivery service including wait times to investigate issues.

Calling/emailing your payment gateway including wait times to investigate issues.

Calling/emailing any 3<sup>rd</sup> party service/s that you have included in your marketing or development plans to investigate issues.

Investigating any errors that have occurred when editing your website/s, social media/s and/or business marketing strategies.

## 4. Support Costs

### Role of Ongoing Support

Individuals that are familiar with the ins and outs of a device, software and websites deliver ongoing technical support. With this knowledge, they are able to troubleshoot most problems that a user experiences. This support can be delivered via phone, in person or email.

**Note: SMS/TEXT MESSAGES are NOT a supported communication for support issues.**

However if support is required outside of my normal business hours a text message to inform that there is an email to be actioned is required.

### Cost of Ongoing Support

Support requests **within my business hours** \$80 per hour in 15 minute increments.

Support requests **outside my business hours including public holidays** \$110 per hour in 60 minute increments.

## 5. Payment Terms & Conditions

Invoices are issued weekly: payment is '**Due On Receipt**'.

No further tasks will be undertaken until previous invoices have been paid.

If you are having difficulty paying invoices please notify Tara Whitie as soon as possible, if no monies or communications have been received within 4 days of invoice date a **late fee of \$50 will be charged**.

Invoices are in Australian Dollars. **GST** is not applicable.

## 6. Accepted Forms of Payment

Invoices are created with QuickBooks

Electronic funds transfer (EFT)

Direct Deposit

Cheque – made out to Tara Whitie

Cash

## 7. Terms & Conditions

Tara Whitie's primary role is web design\* and development\*\*.

\*Web designers focus on the aesthetics "look and feel" of websites and their usability.

\*\*Web developers take a web design and make it function. Websites require unique functions that are specific to an individual website.

Further to the above I am qualified to assist clients in marketing strategies including business and social media marketing. However these business and marketing plans are your responsibility and are required prior to websites being built.

All meetings and phone calls are logged and invoiced at \$80 per hour in 15 minute increments.

### **Content, Copy, Edits and Errors**

Supplied copy **will NOT be proofread** before adding to your website, unless otherwise instructed.

All content, copy, edits we contribute will be proofread and if errors are found within 5 days they will be amended free of charge.

## 8. Indemnity

All clients agree to indemnify the developer against any claims, demands, proceedings, liabilities, expenses and costs including but not limited to:

Any 3<sup>rd</sup> party software/plugin updates that may cause changes/breakages on website/s.

Any purchased and non-purchased theme updates that may cause changes/breakages on website/s.

Not acting upon the information sent to clients by developer.

Accidents including but not limited to trips and falls that may occur whilst visiting 6 Coniston Rd Leura NSW 2780.

Clients' personal property supplied to the developer.

## 9. Business Hours

9:00am – 5pm Monday – Friday

**Subject to change without notice**