Mira Websites Service Agreement

MIRA WEBSITES — WEBSITE SUBSCRIPTION SERVICE AGREEMENT

Version 1.1 — 16 October 2026

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1. The parties

1.1 This Agreement is between:

(a) Amanda Lettieri Monteiro de Miranda, a sole trader trading under the registered business name Mira Websites, ABN 33 494 081 716, of Mernda, Victoria ("Mira Websites", "we", "us"); and

(b) the legal entity named in the Order Form: the individual, partnership, company or trustee that carries on the business shown there ("you", "the Client"). The Order Form records your legal name, any trading name, your ABN (and ACN if you are a company), your entity type, your business address, and the name and position of the person accepting for you.

1.2 This Agreement is made up of:

(a) these terms;

(b) the Order Form (your chosen Plan, price, start details); and

(c) the Plan Schedule (Schedule 1). If they conflict, the Order Form prevails, then Schedule 1, then these terms.

1.3 How we met — cooling-off. The Order Form records how we met. If we approached you (in person, by phone or at your premises) without you asking us to, and this Agreement is an unsolicited consumer agreement under the Australian Consumer Law:

(a) before you accept the Order Form, we will give you, at the top of the Order Form, the notice of your right to cancel and the information the Australian Consumer Law requires, including a form you can use to cancel; we also attach a copy of that notice and of this Agreement to the email that confirms your Order Form;

(b) you may cancel this Agreement within 10 Business Days after you sign the Order Form (or any longer period the law gives you), without giving a reason and without paying anything; and

(c) we will not start any work, and will not ask for or accept any payment, during those 10 Business Days.

2. Definitions

"Approval Date" the day you confirm, on the Sign-up Page, that you approve the finished Website and you complete payment set-up (clause 4.4).

"Start Date" the Approval Date. Your monthly fee starts on this day (clause 5.1A).

"Go-Live Date" the date your website is published on your domain after your approval and payment set-up under clause 4.4.

"Minimum Term" 12 months starting on the Start Date (clause 11.1).

"End Date" the day this Agreement ends: if you give notice under clause 11.2, the end of the Billing Period in which your notice period expires; if you buy the Website, the day in clause 9.4(c); otherwise the date in the notice given under clause 11.3 or 11.4. "Monthly Billing Date" the Start Date and the same day in each following month, on which your monthly fee is charged.

"Billing Period" the period from one Monthly Billing Date up to the day before the next one.

"Order Form" the digital order form for your Plan, numbered OF-YYYY-NNN, that we send you and you sign by accepting it online. It records your legal name and any trading name, your ABN (and ACN if you are a company), your entity type and business address, the name and position of the person accepting for you, your contact details and email for notices, your domain, your Plan and monthly fee, any launch price and the standard price that follows it (clause 5.6A), how we met (clause 1.3), whether we may show your Website in our portfolio (clause 9.6) and any special conditions. The email for notices is the email you use to set up payment on the Sign-up Page.
"Sign-up Page" the personal web page we send you, with your Order Form number, where you approve the Website, accept this Agreement and set up payment.
"Plan" the service plan in the Order Form, as described in Schedule 1.
"Client Content" text, images, logos, videos, trademarks, product and business information you give us.
"Website" the website we design and build for you, including its design, layout, code and templates, but excluding Client Content.
"Edit" a change to existing content as defined in clause 6. "Connect integration" adding a tool from our supported list (for example online booking, a payment button or a newsletter sign-up form) to the Website using the code, link or embed the tool itself provides, styled to match the Website and tested once. It does not include setting up or managing your account with that tool, custom software development, or tools that need secret keys or an API connection; those are quoted separately. The tool's account, settings, fees and legal compliance are yours.
"Business Day" a day other than a Saturday, Sunday or public holiday in Victoria.
"Written" includes email.

3. What we provide

3.1 For the Plan you choose, we will:

(a) design and build the Website;
(b) write or polish the website copy, based on information you give us;
(c) host the Website, keep its software up to date and take reasonable steps to keep it secure (no website can be made completely secure, and we do not promise that);
(d) set up your contact form(s), as shown in Schedule 1, which send enquiries to you and a confirmation email to the person who enquired (plain on Starter; in your branding on Business and Pro);
(e) provide business email on your domain (clause 8);
(f) set up (and, on Business and Pro, optimise) your Google Business Profile, as shown in Schedule 1;
(g) provide basic on-page SEO setup (titles, descriptions, site speed, structured data, sitemap);
(h) on Business and Pro, send you a simple monthly report (visits, enquiries, clicks on your phone number where tracked); and
(i) make Edits within your Plan allowance (clause 6).

3.2 Anything not listed in your Plan is outside scope. We will quote any additional work in writing before starting it.

3.3 Not included unless agreed in writing: online stores/e-commerce, paid advertising management, ongoing SEO campaigns, photography, logo design, bulk email marketing, and third-party software licences.

4. Build, review and approval

4.1 After you sign the Order Form, we will hold an onboarding call and send you a short brief to confirm what the Website will include. If clause 1.3 applies, we do this only after the 10 Business Day cooling-off period has ended.

4.2 Our target is to deliver a preview of the Website within 10 Business Days after we receive the information and materials we reasonably ask for. Timeframes depend on you providing these promptly.

4.3 You can review the preview on a private link and request changes. Your Plan includes the number of revision rounds shown in Schedule 1 before launch. Further rounds are charged at the rate in Schedule 1.

4.4 You review the finished Website on a private preview address (for example dev.yourbusiness.com.au). When it is ready, we ask for your approval by sending you a link to your Sign-up Page. The Sign-up Page shows the preview address and the date of the version you are approving, and a summary of your subscription (your Plan, price, Minimum Term, payment dates, how to cancel and who owns the Website). You approve the Website by ticking the approval box on the Sign-up Page and completing payment set-up. The day you do both is the Approval Date and the Start Date. The Website goes live only after you have approved it and set up payment. We will never treat silence or a lack of response as approval.

4.4A You must approve the Website and set up payment within 10 Business Days after we send you the Sign-up Page link. If you don't, we may treat this Agreement as cancelled by you, and the build cancellation fee in clause 5.4 applies. Before we do this, we will remind you in Writing at least 3 Business Days before the deadline. If you tell us before the deadline that you want changes within your revision rounds (clause 4.3), the 10 Business Days start again when we send you a new link.

4.5 If we don't hear from you for 30 days during the build, we will contact you. If there is still no response 30 days after that, we may treat the project as cancelled by you under clause 5.4.

4.6 Before your approval, we build only what is needed to show you the Website. The free mock-up we show you before you sign up is a sample and carries no obligation for either party.

5. Fees and payment

5.1 There is no upfront build fee, and we don't ask for any payment details when you sign the Order Form. You set up payment on the Sign-up Page only after the Website is finished, when you approve it (clause 4.4). Payment details are handled securely by our payment provider, Stripe — we never see or store your card or bank details.

5.1A The monthly fee for your Plan starts on the Start Date. Your first monthly fee is charged on the Start Date and then on each Monthly Billing Date (the same day each month).

5.2 Fees are charged monthly in advance, through Stripe, using a payment method offered at sign-up (such as card, direct debit or another method Stripe makes available), on each Monthly Billing Date. You authorise us to charge your monthly fees, and any other amount this Agreement sets out or you have approved in Writing (such as add-ons, extra work you approved, reconnection fees, the exit fee or the price of buying the Website), to the payment method you set up. Before we charge any amount other than your regular monthly fees, we send you an invoice in Writing that shows how the amount was worked out, and you have at least 5 Business Days from the invoice date to query it before it is charged. The exit fee is invoiced and charged as set out in clause 11.2(d). You can update your payment method at any time from your account page on our website.

5.3 GST. We are currently not registered for GST. Our prices do not include GST, no GST is charged, and the documents we issue are titled "Invoice", not "Tax Invoice". If we become registered for GST, our prices will include GST. We will tell you in Writing at least 30 days before; any change to the price you pay is a price change under clause 5.6.

5.4 Cancelling during the build. If you cancel after you sign the Order Form and before the Approval Date (or the project is treated as cancelled under clause 4.4A or 4.5), a build cancellation fee of $199 applies, or the value of the work already done at our hourly rate ($120 per hour), whichever is lower. We will send you an invoice for this fee, payable within 14 days. No fee applies if you cancel before we start building (we will confirm the start date in Writing), or if you cancel during a cooling-off period under clause 1.3.

5.5 Late payment:

(a) If a payment fails, we will notify you and retry your payment method over the following two weeks. You can pay or update your payment method at any time using the link in our notice.

(b) If a payment is still overdue 14 days after the due date, we will give you at least 7 days' Written notice before suspending the Website. While the Website is suspended, visitors to your domain see a neutral "temporarily unavailable" page that does not mention payment. Your domain and your email are not affected by a Website suspension.

(c) Email. If an amount is still unpaid 30 days after the due date, we may also suspend your email mailboxes, after giving you separate Written notice of at least 2 Business Days.

(d) Suspension is temporary. Service is restored within 1 Business Day after the overdue amount is paid. Reconnection fee, counted over any rolling 12-month period: no fee for the first suspension; $15 for the second; $30 for each suspension after that. Any reconnection fee is added to your next invoice. For this count, each time the Website is suspended under clause 5.5(b) is one suspension; suspending your email during the same period of non-payment does not count as a separate suspension.

(e) If an amount remains unpaid 60 days after the due date, we may end this Agreement under clause 11.3. Before deleting anything we will give you at least 14 days' Written notice and the chance to export your Client Content and emails.

5.6 Price changes: we may change Plan prices by giving at least 30 days' Written notice. If you do not accept the change, you may end this Agreement before the change takes effect without paying an exit fee, even during the Minimum Term. Prices will not increase during your first 12 months. The agreed launch-price step in clause 5.6A is not a price change under this clause.

5.6A Agreed price step (launch price). If your Order Form shows a launch price, that price is fixed for the first 12 months from the Start Date. The standard price shown in your Order Form then applies automatically from the first Monthly Billing Date after those 12 months. Your Order Form shows both prices; the exact date is shown on the Sign-up Page and confirmed in our welcome email. Because you agree to this step when you sign up, it is not a price change under clause 5.6. As a courtesy, we will remind you about 60 days before the standard price starts. By then your Minimum Term is ending, so you may end this Agreement with at least 30 days' notice without an exit fee (clause 11.2).

5.7 Changing to a smaller Plan (downgrade). You cannot move to a smaller Plan during the Minimum Term. After the Minimum Term, you can move to a smaller Plan by giving us at least 30 days' Written notice; the change takes effect from the start of the first Billing Period that begins after your notice ends. There is no credit or refund for the current Billing Period. If your Website has more pages than the new Plan includes, you choose whether to keep them as extra pages, for the one-off extra page fee in Schedule 1, or have them removed.

6. Edits and support

6.1 An "Edit" (a small change) is one change to existing content on one page or section of the Website, using the existing design, such as: updating text, a price, opening hours, an image, team members or contact details, or adding an item to a list. A request that covers several pages or sections counts as one Edit for each page or section.

6.2 Your Plan includes the number of Edits per Billing Period shown in Schedule 1. Unused Edits do not roll over to the next Billing Period. Changes before your Start Date are revision rounds (clause 4.3), not Edits.

6.3 The following are not Edits and will be quoted separately: new pages (unless your Plan includes them), redesigns, new features or integrations, and changes to the overall layout or branding.

6.4 Edits above your allowance for the Billing Period, and work that is not an Edit, are quoted in Writing before we start and charged at $120 per hour (in 15-minute blocks). Nothing is charged without your approval.

6.5 Support is available on Business Days by phone and email. Our target support response is 1 Business Day, and our target for completing a standard Edit is 2 Business Days. These are targets we work to, not guarantees.

6.6 If the Website is down because of a fault on our side, we will start working on it as a priority as soon as we become aware.

7. Domain name

7.1 Your domain is registered in your name and ABN (as the .au rules require). You are the registrant and licence holder of the domain, whether you bring an existing domain or we register a new one for you, and it stays yours.

7.2 With your permission, we will be listed as the technical contact and will manage the domain's DNS settings while this Agreement is active.

7.3 If you already own a domain, you keep it. We only need access to its DNS settings.

7.4 Domain renewal. The registrar's fee to register and renew your domain is not included in your Plan. You pay it directly to your registrar, through a registrar account that belongs to you. If we register a new domain for you, we do it in your name and in your registrar account. Renewing on time is your responsibility, and your registrar will also remind you; as a courtesy we will try to remind you before the renewal date we have on record. If the domain expires because the renewal was not paid, the Website and your email stop working until it is renewed, and your monthly fee continues while this Agreement is active.

7.5 When this Agreement ends, we remove ourselves as technical contact and give you everything you need to manage the domain and its DNS settings yourself (including any transfer/auth codes) within 5 Business Days.

8. Business email

8.1 Your Plan includes the number of email mailboxes shown in Schedule 1 on your domain, provided through a third-party email service. A "mailbox" has its own login and stores messages. Additional mailboxes cost $7 per mailbox per month.

8.1A Email aliases (addresses that forward to an existing mailbox, e.g. info@ or bookings@) are unlimited and free.

8.1B Storage fair use: up to 5 GB per mailbox on Starter and 10 GB per mailbox on Business and Pro. If a mailbox goes well above this, we will contact you to agree on a solution.

8.2 Fair use. Business email is for normal business correspondence. You must not use it to:

(a) send bulk, marketing or newsletter emails (please use a dedicated email marketing tool for this);
(b) send spam or unsolicited commercial messages (including anything that would breach the Spam Act 2003 (Cth));
(c) send more than 200 emails per mailbox per day on a regular basis; or
(d) send anything unlawful, fraudulent or harmful.

8.3 Security. You must use strong, unique passwords and keep login details private. If a mailbox appears compromised or is sending spam, we may suspend that mailbox immediately to protect you and our other customers. We will tell you as soon as possible and help you restore access.

8.4 Contact form notifications and confirmation emails are sent through a separate transactional email service and do not count toward your mailbox use.

8.5 When this Agreement ends, we will export your mailboxes in a standard format on request, and keep them available for 30 days so you can move to another email provider.

9. Ownership and intellectual property

9.1 What is always yours:

(a) your domain name (clause 7);
(b) your mailboxes and the emails in them (clause 8);
(c) Client Content: your logo, photos, files and information you give us;
(d) the text we write about your business for the Website; and
(e) the enquiries received through your Website forms. You give us a non-exclusive licence to use these only to provide the services.

9.2 Any logo or brand assets we create specifically for you are yours from the moment they are delivered, even if this Agreement ends early.

9.3 What is ours: the Website itself — its design, layout, code, templates, components, forms, branded automatic emails, integrations and automations — is owned by us and provided to you as part of the service. While this Agreement is active you have a licence to use it. When this Agreement ends, the licence ends and the Website is taken offline (clause 11.5).

9.3A Your monthly fee pays for the service: hosting, email, support, Edits and your licence to use the Website while this Agreement is active. It is not a payment towards buying the Website, and fees you have paid are not credited against the purchase price in clause 9.4.

9.4 Buying the Website. After the Approval Date, and once your first monthly fee has been paid, you may buy the Website at any time at the fixed price for your Plan in Schedule 1 (Starter $3,000, Business $5,000, Pro $8,000). The price is the same whether you buy in month 2 or year 3, and monthly fees you have paid are not deducted from it (clause 9.3A). To buy:

(a) you tell us in Writing, and we invoice you for the price under clause 5.2;
(b) within 10 Business Days after the price is paid, we give you a copy of the Website's files (code, templates, images and content) so you can host it elsewhere, and ownership of that copy transfers to

you. We keep the rights in clause 9.5;
(c) this Agreement ends at the end of the Billing Period in which we deliver the files. No exit fee applies, even during the Minimum Term, and there are no partial refunds; and
(d) clause 11.5 applies, except that we keep the Website live on your domain until the End Date so you can move it. Hosting, email, support and third-party services end with this Agreement unless we agree otherwise in Writing. You cannot buy the Website before the Approval Date. If you want to end this Agreement during the build, clause 5.4 applies.

9.5 We keep the right to reuse our general tools, components, templates and know-how (but never your Client Content, text or brand) for other clients.

9.6 Portfolio. Unless you opt out in the Order Form or later in Writing, we may show the Website in the "Work" (portfolio) section of our website and in our marketing, including:
(a) screenshots of the Website (desktop and mobile);
(b) your business or trading name, logo, type of business and suburb;
(c) a short description of the Website we built; and
(d) a link to the Website. We will not publish a testimonial, review or quote from you, or any personal information, without your separate written consent. You can ask us to remove your Website from our portfolio at any time; we will do so within 5 Business Days. This does not affect material already printed or published before your request.

10. Your responsibilities

10.1 You will:
(a) give us accurate information and Client Content in a timely way;
(b) make sure you have the rights to all Client Content you give us (for example, photos you didn't take yourself, or text copied from elsewhere), and that it is not unlawful, misleading or defamatory;
(c) check the Website before approving it, including prices, claims and legal information about your business;
(d) make sure your business complies with laws that apply to it, including the Australian Consumer Law and privacy laws. If we add a privacy policy, terms page or similar legal page to the Website, it is a general template, not legal advice, and we do not give legal advice; you are responsible for checking it suits your business and for how you handle your customers' data; and
(e) keep your contact details up to date.

10.2 Each party is responsible for loss caused by its own breach of this Agreement or its own negligence.

10.3 Client Content. You will reimburse us for loss, costs and expenses (including reasonable legal costs) we incur from a claim by someone else, to the extent the claim is caused by Client Content you gave us infringing their rights or being unlawful. This does not apply to the extent the loss is caused by our own breach or negligence, or by changes we made to the Client Content without your approval. We will tell you promptly about any such claim, let you take over its defence if you wish, and not settle it without your consent (which you will not unreasonably withhold).

11. Term, cancellation and exit

11.1 Term. This Agreement starts when you sign the Order Form. The Minimum Term is 12 months from the Start Date. After that, it continues month-to-month until either party ends it with at least 30 days'

notice (for you, given as in clause 11.2A; for us, in Writing), unless it ends earlier under clause 9.4, 11.3 or 11.4.

11.2 Ending this Agreement and the exit fee.

(a) End Date. You can end this Agreement at any time by giving us at least 30 days' notice (clause 11.2A). It ends at the end of the Billing Period in which your notice period expires (the End Date). There are no partial refunds for any Billing Period.

(b) Exit fee. If the End Date is before the end of the Minimum Term, an exit fee applies. The exit fee is the LOWER of:

(i) 50% of your monthly Plan fee, multiplied by the number of Monthly Billing Dates remaining in the Minimum Term after the End Date; and

(ii) the unrecovered build cost: the hours we spent building your Website (as recorded in our time records, which we will give you on request) multiplied by $120, less the monthly Plan fees you have paid up to the End Date. If (ii) is zero or less, no exit fee applies.

(c) Plan fee only. The exit fee is worked out on your monthly Plan fee only. Extra mailboxes simply stop on the End Date. One-off amounts you have paid (such as extra pages or integrations) are not refunded.

(d) When it is charged. Within 1 Business Day after we receive your notice, we confirm in Writing your notice date, the End Date and any exit fee, showing how we worked it out, and send you an invoice for it. You have at least 5 Business Days from that confirmation to query the amount; if you do, we answer in Writing before charging anything. The exit fee is charged to your payment method on the End Date, or in the 3 days before it, not when you give notice.

(e) No exit fee applies:

(i) in the cases in clauses 5.6, 11.4 and 16.1;

(ii) if we end this Agreement under clause 11.3(a)(ii) or (iii) or 11.3(b), unless the reason is fees you have not paid;

(iii) if this Agreement ends because you (as a sole trader) die, or because you become insolvent or bankrupt; or

(iv) if you permanently close your business (and it is not continued by you or a related business under another name or entity); or

(v) if this Agreement ends because you buy the Website (clause 9.4).

(f) Worked example. Business Plan at the launch price of $159 a month, Start Date 5 November 2026, so the Minimum Term ends on 4 November 2027 and the last Monthly Billing Date in it is 5 October 2027. You give notice on 20 March 2027. The notice expires on 19 April 2027, in the Billing Period 5 April – 4 May 2027, so this Agreement ends on 4 May 2027. Monthly Billing Dates remaining after that: 5 May, 5 June, 5 July, 5 August, 5 September and 5 October 2027 = 6.

(i) 50% x $159 x 6 = $477.

(ii) Say our records show 15 build hours: 15 x $120 = $1,800, less 6 monthly fees paid (5 November 2026 to 5 April 2027) of $954 = $846. Exit fee = the lower amount = $477, invoiced with our confirmation and charged on 4 May 2027 (or in the 3 days before). (If our records showed 10 build hours, (ii) would be $1,200 - $954 = $246, and the exit fee would be $246.)

11.2A How to give notice. You can give notice of cancellation online, on your account page, or in Writing to the email address in the Order Form. The date we receive your notice is the notice date. We will confirm in Writing the notice date, the End Date, any exit fee and what happens next (clause 11.5).

11.3 We may end this Agreement:

(a) at any time, including during the Minimum Term, only:

(i) with 14 days' Written notice if you seriously breach this Agreement (including unpaid fees under clause 5.5(e), a breach of clause 8.2, or conduct towards us that makes it unreasonable for us to keep working with you) and do not fix it within that time;
(ii) immediately, by Written notice, if the Website or your email is used for something unlawful, fraudulent, threatening or abusive, or creates a real security risk to us or our other clients; or
(iii) with at least 30 days' Written notice for a genuine operational reason (for example, we stop offering the service). In that case no exit fee is payable, we refund any fee you paid in advance for time after the End Date, we give you a copy of the Website's files at no cost, and we hand back your domain's DNS settings and export your email (clause 11.5); and

(b) after the Minimum Term, also with at least 30 days' Written notice for any reason. No exit fee is payable, and we give you a copy of the Website's files at no cost.

11.4 You may end this Agreement with 14 days' Written notice and without an exit fee if we seriously breach this Agreement and do not fix the breach within that time.

11.5 What happens when this Agreement ends:

(a) the domain stays yours and we hand back its DNS settings (clause 7.5);
(b) we export your emails and keep them available for 30 days (clause 8.5);
(c) the Website is taken offline, unless you have bought it under clause 9.4 (then we give you its files);
(d) we give you a copy of your Client Content, the text we wrote about your business, and the contact form submissions we still hold; and
(e) after 30 days we delete your data from our systems, except records we must keep by law.

12. Service levels and third parties

12.1 We use reputable providers for hosting, email and other services. We aim to keep the Website and email available at all times, but outages can occur. We will act promptly to restore service and keep you informed.

12.2 Things outside our control. To the extent the law allows, we are not responsible for an outage, delay or loss caused by something we could not reasonably prevent, except to the extent our own failure to take reasonable care caused or contributed to it: for example, a failure of a hosting, email, domain or payment provider; an internet or power outage; a cyber attack we took reasonable steps to guard against; a change by a third-party tool you use with the Website; or your domain expiring because the renewal was not paid to your registrar (clause 7.4). We will still do what we reasonably can to restore service and keep you informed. This clause does not limit your rights under the Australian Consumer Law (clause 14.1).

13. SEO and results

13.1 We build every Website following good SEO and performance practices. However, no one can guarantee search rankings, traffic, enquiries or sales, and we do not.

14. Liability

14.1 Nothing in this Agreement excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law that cannot be excluded.

14.2 Where the law allows us to limit our liability for a failure to comply with a consumer guarantee, our liability is limited (at our choice) to supplying the services again or paying the cost of having them supplied again.

14.3 Cap. Subject to clauses 14.1, 14.2 and 14.5, each party's total liability to the other under or in connection with this Agreement, for all claims together, is limited to 12 times the monthly Plan fee in your Order Form at the time of the event that gave rise to the claim.

14.4 Neither party is liable for indirect or consequential loss, including lost profits, except where caused by fraud or wilful misconduct.

14.5 What the cap does not cover. Clauses 14.3 and 14.4 do not apply to:

(a) amounts you owe us under this Agreement (such as fees, the exit fee or the price of buying the Website);

(b) loss caused by a party's fraud or wilful misconduct; or

(c) any liability that the law does not allow to be limited or excluded.

15. Privacy and confidentiality

15.1 We handle your personal information in line with our Privacy Policy at https://mirawebsites.com.au/privacy.

15.2 Enquiries through your Website. You control how information people send through your contact forms is used for your business, and you are responsible for it under privacy law. We handle it only on your behalf: to deliver it to you and to send the confirmation email to the person who enquired, and for nothing else. We take reasonable steps to keep it secure, and we will tell you promptly if we become aware of a security incident that affects it and help you respond. When this Agreement ends, clause 11.5(d) and (e) apply.

15.3 Each party will keep the other's confidential information private, except where disclosure is required by law.

16. General

16.1 Changes to these terms: we may update these terms by giving you at least 30 days' Written notice. If a change is materially worse for you, you may end this Agreement before it takes effect without paying an exit fee. A change never takes away a service you have already paid for.

16.2 Disputes. If either of us has a problem with the other under this Agreement, we first raise it in Writing and both try, in good faith, to sort it out by talking for at least 14 days. If it is still not resolved, either of us may take it further, for example to Consumer Affairs Victoria, VCAT or a court. Nothing in this clause stops either of us from seeking urgent relief from a court, recovering an amount that is not in dispute or contacting a regulator, or limits your rights under the Australian Consumer Law.

16.3 Notices: notices must be in Writing and sent to the email addresses in the Order Form.

16.4 Governing law: this Agreement is governed by the laws of Victoria, Australia.

16.5 Entire agreement: this Agreement is the whole agreement between us about the services.

16.6 If any part of this Agreement is found to be invalid, the rest continues to apply.

16.7 Electronic acceptance. You accept this Agreement twice: first by accepting the Order Form online, and again on the Sign-up Page when you approve the Website and set up payment. The Sign-up Page shows the version of this Agreement recorded in your Order Form, and that is the version you confirm, not a later version, unless we have changed the terms under clause 16.1 and that change has taken effect. Each time, we keep a record of: the version of this Agreement, a fingerprint (cryptographic hash) of its exact text, your Order Form number, the name and position of the person accepting for you (as recorded in your Order Form), the date and time, the IP address and browser details, and we send you a confirmation email. The person who accepts for you confirms that they have authority to bind you. Each version of this Agreement stays available on our website at its own address.

Schedule 1 — Plan schedule

	Starter	Business	Pro
Monthly fee (standard)	$99	$179	$279
Launch price *	$99	$159	$249
Pages	Home + 3	Home + 8	Home + 15 (incl. service and suburb pages)
(privacy and terms pages included, never counted; clause 10.1(d))			
Copywriting	yes	yes	yes
Revision rounds (before launch)	2	3	3
Edits per Billing Period (cl. 6.2)	2	4	8
Email mailboxes	2 (5 GB each)	5 (10 GB each)	10 (10 GB each)
Email aliases	unlimited	unlimited	unlimited
Extra mailbox	$7/month each	$7/month each	$7/month each
Contact forms	1 simple form (3–4 fields)	1 custom form (up to ~10 fields)	multiple forms (conditional fields, uploads)
Visitor confirmation	plain email	branded email	branded email
Owner notification	plain email	branded, formatted	branded, formatted
Google Business Profile	setup	setup + optimisation	setup + optimisation + 1 post/month
Monthly report	no	yes	yes + quarterly review call
Connect integrations (see add-ons)	0 included	1 included	2 included
Target support response (cl. 6.5)	1 Business Day	1 Business Day	1 Business Day
Discount on add-ons	—	—	20% (see below)
Domain renewal	paid by you directly to your registrar (clause 7.4)		

	Starter	Business	Pro
Buying the Website (cl. 9.4, one-off)	$3,000	$5,000	$8,000
Minimum Term	12 months	12 months	12 months
Exit fee (cl. 11.2)	the lower of 50% of the monthly Plan fees remaining in the Minimum Term and the unrecovered build cost (see clause 11.2)		

All prices are in AUD. Monthly fees are per month; one-off amounts say so. GST: see clause 5.3.

Add-ons:
- Extra page: $149 one-off per standard page (one address, built with the Website's existing design, up to about 6 sections and 600 words written by us, up to 6 images, 2 revision rounds). A complex page (new layout or component, large gallery or menu, tabs or filters, multi-step form, integration or a second language) is quoted in Writing at $120 per hour. Extra pages stay on the Website while this Agreement is active, count as pages for Edits, and have no monthly fee and no minimum period. The fee is not refunded if this Agreement ends.
- Extra mailbox: $7 per month each (clause 8.1).
- Connect integrations: Business includes 1 and Pro includes 2. Further integrations from $129 one-off each, quoted in Writing before we start.
- Pro discount: on the Pro Plan, 20% off add-ons — extra pages, extra mailboxes and integrations beyond those included. The discount does not apply to hourly work (Edits above the allowance, extra revision rounds) or to the other rates below.

Other rates:
- Buying the Website (clause 9.4): the fixed price for your Plan in the table above, available once your first monthly fee is paid. No exit fee applies, and monthly fees are not deducted (clause 9.3A).
- Build cancellation fee (clause 5.4): $199, or work done at the hourly rate if lower. Invoiced, payable within 14 days.
- Edits above the allowance for the Billing Period and other extra work: quoted in Writing first, $120 per hour, in 15-minute blocks (clause 6.4)
- Extra revision round before launch: $120 per hour, in 15-minute blocks
- Reconnection fee after a suspension (clause 5.5(d)), counted over any rolling 12-month period: first suspension free; second $15; each one after that $30. Added to your next invoice.

* LAUNCH PRICE: applies to clients who sign the Order Form on or before 31 December 2026. The launch price is fixed for the first 12 months from the Start Date. The standard price then applies automatically from the first Monthly Billing Date after those 12 months, at the amount shown on your Order Form and on the date shown on your Sign-up Page. This agreed step is not a price change under clause 5.6 (see clause 5.6A).