



## General T&Cs

### Definitions

This Agreement, as varied from time to time, applies to all sales of goods and the provision of all services by the Supplier to the Client pursuant to the Agreement, together with any nonexcludable conditions and warranties expressed by law, constitutes the entire agreement between the parties.

- “Agreement” means these terms and conditions herewith.
- “Client” means the person and/or business described as the client within the “Client Details” area of the order form, proposal, Contract.
- “Authorisation” means the acceptance of the proposal using the online portal, making a payment or signing our paperwork / contract.
- “Business Day” means any day that is not a Saturday, Sunday or a public holiday in New South Wales;
- “Fees” means the Price together with any Additional Charges incurred by you relating in any way to this Agreement and the Services.
- “Bug” means any lack of function in the Services that is the direct result of a coding or design error by We Help Tradies;
- “Training” means the instruction of 1 person in the operation of the Services at We Help Tradies workspaces, at an agreed time and date.
- “Website” means your website designed, built and hosted pursuant to this Agreement.
- “Scope” means the document entitled “Scope” provided by We Help Tradies to the Client and which describes the Services We Help Tradies offers to perform for the Client pursuant to this Agreement.
- A “reasonable time frame” is within 12 months however shall be extended by client requests, amends or delays.
- “Intellectual Property” means the intellectual property attaching to the Services including copyright, patents, trademarks, design rights, domain names whether registrable or not and whether registered or not. Terms & Conditions



## Definitions Continued

“Confidential Information” means all the information provided by one party to the other in connection with this Agreement where such information is identified as confidential or ought reasonably be considered to be confidential based on its context, nature or the manner of its disclosure, but excluding:

- information that is in the public domain other than by a breach of this Agreement; and
- information developed independently by a third party. Without limiting the foregoing, Confidential

Information includes the terms of this Agreement and the contents of the Scope.

- “Price” means the fees outlined by We Help Tradies.
- “You” and “Your” means the Client named within the “Client Details” area.
- “Our”, “Us”, “We Help Tradies” and “We” means the “Supplier” We Help Tradies Pty Ltd.
- “Notice of completion” means a notice in writing, given by the We Help Tradies to the Client advising that the goods or services subject of the Contract have been provided completed by The Supplier.

## Terms & Conditions

### Offers

You are engaging We Help Tradies to provide the Services as defined in the “Contract”. To accept our offer to provide the Services you must accept the offer of We Help Tradies using the online acceptance system or sign our paperwork or pay either the agreed Deposit / Initial Payment or agree to a payment schedule (any of these acts, individually or combined is considered “Acceptance”). If Acceptance does not take place within 28 days from the date the document is provided to you, then our offer to provide the Services will expire without further notice to you. This may be extended by mutual agreement.

### Services

We Help Tradies will produce the chosen services to the specifications contained in the Scope (herein referred to as “the Services”) our services offered include:

- Graphic Design / Web Design;
- Website Development;
- Search Engine Optimisation;
- Content Writing;
- Google Adwords / PPC Services;



- Conversion Tracking;
- Social Media Ads
- Domain Name Acquisition;
- Hosting;
- Technical Support;
- Consultancy;
- Conversion Tracking;

## **Terms & Conditions**

### **Price**

You agree to pay We Help Tradies the Price for the Services in accordance with the Contract. The Supplier may, at the cost of the Client, engage the services of a debt recovery agency to assist it, if payment is more than 14 days late. The engagement of a debt recovery agency may result in your credit file being updated, having a negative impact on your credit history.

We Help Tradies is retained to undertake the Services exclusively. No part of the Services may be undertaken by you or by any third party instructed by you.

### **Notices**

All notices must be in writing and can be given by:

1. Email A notice is deemed to be given and received:

- If delivered in accordance with clause 1, on the next Business Day after delivery;
- If sent in accordance with clause 2, in 5 Business Days after the day of posting;
- If delivered in accordance with clause 3, on the next Business Day after sending; A Notice of Completion will be issued upon achieving a milestone and the relevant amount is due within 7 days. The Client will inspect the goods and services provided by the Supplier within 7 days of receipt of a Notice of Completion and must within that period:
  - Give the Supplier written notice of any matter by virtue of which the Client alleges that the goods or services are not in accordance with the Contract;
  - Make payment of the Balance of the price. The Supplier shall have no obligation to rectify or replace any goods or services not in accordance with the Contract where notice is not given by the Client within seven days after the date of provision.



## **Breach & Termination**

You will breach this Agreement upon:

- failure to have provided content as required within 4 weeks of signing this agreement;
- contravention of your obligations pursuant to Warranty Indemnity & Confidentiality terms previously listed;
- termination of the Hosting;
- being unresponsive to our communication;
- failure to conduct yourself in a professional manner;
- being rude or aggressive towards the Supplier;
- a material breach of this Agreement which is not remediable or if the other party has not remedied within 14 days of written notice;
- an insolvency event occurs, other than an internal reconstruction with notice to the other party.

## **Upon termination:**

The parties are immediately released from their obligations under this Agreement except those obligations contained within the Price, Additional Charges, Warranties & Indemnity clauses and any other obligations which by their nature survive termination within their contractual period;

- each party retains the claims it may have against the other;
- you must immediately pay any outstanding Fees.

## **General Provisions**

In regards to the production of the chosen Services, Time is not of the essence. The Services will be provided within a reasonable time frame as defined above.

Nothing in this Agreement creates any relationship of partnership or agency between the Parties.

If a provision is invalid or unenforceable it is to be read down or severed to the extent necessary without affecting the validity or enforceability of the remaining provisions.

Each party must at its own expense do everything reasonably necessary to give full effect to this Agreement and the events contemplated by it.



This Agreement and the Scope together form the entire agreement between the parties about its subject matter and supersedes all other representations, arrangements or agreements. Except as expressly set out in this Agreement or the Scope, no party has relied on any representation made by or on behalf of the other.

Unless otherwise expressly stated in the Contract, no waiver or relaxation in whole or in part of any of the terms and conditions of the Contract will be binding on the Supplier unless in writing and signed on by a Director of the Supplier. Any such waiver or relaxation shall be limited to the term or condition and occasion in question.

A party will not be responsible for a failure to comply with its obligations under this Agreement to the extent that its failure is caused by an event beyond the control of that party ("Force Majeure") provided that the party so affected keeps the other party closely informed and uses reasonable endeavours to rectify the situation.

Without limiting any other right to terminate under this Agreement, if Force Majeure affects a party's performance under this Agreement for a period of more than 30 consecutive days, the other party may immediately terminate this Agreement by written notice.

All recurring services such as SEO, Social Media & PPC will continue after the initial term on a month by month basis unless cancelled by the client in accordance with our standard terms and conditions & those Terms & Conditions outlined on the cancellation form. Clients must provide a minimum of 30 days notice in writing to [finance@wehelptradies.com.au](mailto:finance@wehelptradies.com.au) & the other email addresses listed on the cancellation form.

Non-payment of invoices can result in all services with We Help Tradies being suspended until the account is paid up to date. This includes the suspension of website hosting for non payment of web design, online marketing & other services.

### **General Provisions Continued**

Any action or thing that falls due to be done on a day that is not a Business Day will fall due on the next Business Day.

The law of New South Wales governs this Agreement and each party submits to the jurisdiction of the courts of New South Wales.



The Client agrees that there is no cooling off period and any monies debited or received are Nonrefundable.

Cancellation of any Direct Debit Authority does not affect your liability to pay the fees in full under the contract.

### **Confidentiality**

A party must not, without the prior written consent of the other party, use or disclose the other party's Confidential Information unless expressly permitted by this Agreement or required to do so by law or regulatory authority.

Each party must implement and maintain effective security measures to prevent unauthorised use and disclosure of the other party's Confidential Information.

#### **A party may:**

- use the Confidential Information of the other party solely for the purposes of complying with its obligations and exercising its rights under this Agreement; and
- disclose the Confidential Information to its personnel or advisers to the extent necessary for them to know the information for the purposes related to this Agreement but only if reasonable steps are taken to ensure that the confidentiality of the information is retained.

### **Additional Charges**

Subject to the Price, all work requested by you and undertaken by We Help Tradies in addition to the Services will incur charges additional to the Price ("Additional Charges").

- As at the date of this Agreement, the Additional Charges are \$80 / hour + GST;
- Minimum charge is half an hour;
- Except for agreed and quoted work.

Where the Supplier, at the request of the Client, provides services in addition to those specified in the Scope of Works, and no Price for those additional services has been agreed to by the



parties in writing signed by them, the Supplier's fee for those additional services shall be the number of hours (or part thereof) spent by each employee of the Supplier in providing those services multiplied by the Supplier's hourly rate.

### **Intellectual Property**

You authorise We Help Tradies to display your Services in its portfolio, including but not limited to the portfolio displayed on <https://www.wehelptradies.com.au>.

Subject to the full payment of the Price, the Intellectual Property shall be vested in you and We Help Tradies thereupon assigns the Intellectual Property to you.

### **Indemnity**

You hereby unconditionally and irrevocably agree to indemnify and keep indemnified We Help Tradies, its officers, employees and agents against any and all actions, claims, demands, losses, liabilities or costs (including legal costs) that arise, or result from, or are connected in any way with the Services, the Hosting, including but not limited to the sale of any product or service via your Website, except to the extent to which it arises out of any breach by We Help Tradies of this Agreement.

If the Client orders goods or services in its capacity as trustee of a trust, the Client warrants that it has full power and authority to accept goods and/or services under the Contract for the benefit of the trust, warrants that its right of indemnity against the trust property is unrestricted and will not be adversely affected by the Contract, agrees that it will be bound by the Contract both personally and in its capacity as trustee of the trust, acknowledges that its liability for indebtedness incurred while a trustee will apply even if it ceases to be trustee of the trust for any reason; and acknowledges that its liability will not be limited to the assets of the trust.

### **Limitation of Liability**

We Help Tradies excludes all liability in respect of loss of data, interruption of business or any consequential or incidental damages or loss.

To the full extent permitted by law, We Help Tradies excludes all representations, warranties or terms (whether express or implied) other than those expressly set out in this Agreement.



We Help Tradies's total aggregate liability for all claims relating to this Agreement is limited to 35% of the Price and any Additional Charges incurred by you.

Each party's liability for any claim relating to this Agreement will be reduced to the extent to which the other party contributed to the damage arising from the claim.

The Supplier will not be liable to the Client for any loss or damage of any kind sustained by the Client as a consequence of any breach of the Supplier's obligations pursuant to the Contract. If failure to supply is caused by matters beyond the Supplier's reasonable control including (without limitation) acts of God, acts of any government, war or other hostility, national or international disaster, the elements, fire, explosion, power failure, equipment failure, strikes, lockouts, inability to obtain necessary supplies and any other force majeure occurrence.

#### **Limitation of Liability Continued**

This Agreement is to be read subject to any legislation, which prohibits or restricts the exclusion, restriction or modification of any implied warranties, conditions or obligations. If such legislation applies, to the extent possible, We Help Tradies limits its liability in respect of any claim to, at We Help Tradies's option:

#### **In the case of goods:**

- the replacement of the goods or the supply of equivalent goods;
- the repair of the goods;
- part payment of the sum chargeable by We Help Tradies (without discount) if it supplied those goods to an unrelated third party; or
- part payment of the sum chargeable by We Help Tradies (without discount) if it repaired those goods for an unrelated third party, and In the case of services:
- the supply of the services again; or
- part payment of the sum chargeable by We Help Tradies (without discount) if it supplied those services to an unrelated third party.

#### **Warranties**

Each party warrants that:





- the execution and delivery of this Agreement has been properly authorised;
- it has full corporate power to execute, deliver and perform its obligations under this Agreement;
- this Agreement constitutes a legal, valid and binding obligation of it enforceable in accordance with its terms by appropriate legal remedy;
- this Agreement does not conflict with or result in the breach of or default under any provision of its constitution, or any material term or provision of any law or regulation to which it is a party or subject or by which it is bound;
- there are no actions, claims, proceedings or investigations pending or threatened against it or by it of which it is aware and which may have a material effect on the subject matter of this Agreement. In addition to the warranties above, We Help Tradies warrants that:
  - it will exercise reasonable skill, care and attention in providing the Services;
  - the Services will not contain any viruses as at the date of activation;
  - the Services will be compatible with the latest versions of Mozilla Firefox, Google Chrome and Safari.
- other than in relation to material included in the Services by you or any third party from time to time, any use of the Services by you in accordance with this Agreement will not infringe the right of any party and will not breach any applicable law. In addition you warrant that any material which you cause to be published, displayed or contained with the provided Services will not contain any illegal or unethical material or activity. You warrant that you own copyright or have been granted copyright for all text, images and materials used.

### **Business Relationship**

The relationship between the Client and We Help Tradies is important to ensure that the Client's work is completed efficiently and to the Client's satisfaction, however, if the relationship breaks down for whatever reason We Help Tradies has the right to immediately cease all work on behalf of the Client without notice and without any liability whatsoever.

Having received notice of the breakdown in the business relationship the client must immediately pay all outstanding monies due to We Help Tradies at which point the Client will receive full title to the work completed. Examples of when a relationship can breakdown include but are not limited to:

- Abusive and Insulting Language
- Unrealistic Demands
- Breakdown in Communication
- Poor Client Co-operation

## **Retention of Title**

We Help Tradies retains title to all work carried out on behalf of the Client until paid for in full.

## **Web Development T&C's**

### **Definitions**

- “Bug” means any lack of function in the Services that is the direct result of a coding or design error by We Help Tradies;
- “Training” means the instruction of 1 person in the operation of the Services at We Help Tradies workspaces, at an agreed time and date.
- “Website” means your website designed, built and hosted pursuant to this Agreement.
- “Scope” means the document entitled “Scope” provided by We Help Tradies to the Client and which describes the Services We Help Tradies offers to perform for the Client pursuant to this

### **Agreement.**

- A “reasonable time frame” is within 12 months however shall be extended by client requests, amends or delays.

### **Bugs**

We Help Tradies will endeavour to rectify any Bugs of which We Help Tradies receives written notice of, up until the expiration of 90 days from the date of activation of your Services. Tweaks, amends or improvements in usability, functionality or design are not considered a Bug, they are considered outside the original Scope and as such are billable at the standard hourly Rate.

We Help Tradies does not support or warrant any bugs derived from obsolete browsers such as Internet Explorer 6 and versions of other browsers that are more than two versions old.

We Help Tradies shall do a reasonable level of testing of your Services, however the Client is responsible to thoroughly test your Services for any Bugs during the warranty period.

### **Provision of Content and Communication**

We Help Tradies will always endeavour to complete the development of the client website efficiently and within a reasonable time frame, however, this relies on the co-operation of the client to provide content in a timely manner.

The client agrees to respond to any form of communication from We Help Tradies within two working days or 48 hours.



### **Provision of Content and Communication (continued)**

The client website will be archived under the following circumstances:

- i. When a client is non-responsive to any form of communication from We Help Tradies including, but not limited to, telephone and email communication for 15 working days or more.
- ii. When the client does not provide website content for 15 working days or more e.g. text and images.
- iii. When the development process lasts longer than 20 working days due to the slow provision of content from the client or lack of responses to telephone and email communication.

### **Mobile Responsive, Devices and Screen Resolution**

We Help Tradies does not guarantee every single resolution sequence and 'dragging and dropping' the browser is not a sign of correct screen re-sizing. All websites are designed to work to the follow resolutions and internet browsers:

#### **Screen Resolutions**

iPhone 8, 10, 12, 12 Pro Max & all Iphone Plus: 320px x 480px, 375px x 667px, 414px x 736px  
Samsung Galaxy: 360px 640px Tablet: 1024 x 768 Laptop: 1366 x 768 Desktop: 1680 x 1050

\*We Help Tradies no longer cater to Internet Explorer.

Further resolutions or devices requested by the clients would be billed as additional development time based on the hourly rate.

#### **Notices**

We Help Tradies will provide notices in the form of an invoice, when milestones are achieved. Once the invoice is received, payment will be due within the stated period, generally 7 days. Notices will be provided for "Deposit", "Design Sign Off" and "Supply of Development Link", or as per the contract terms. 15 Terms & Conditions

#### **PPC T&C's**

- Comply with all Google Adwords terms and conditions, which update regularly;
- You will not get direct access to the Adwords portal;
- Monthly Statements / receipts from Adwords can be sent on request;
- We will provide reports generated via Google Analytics and various 3rd party software linked to the Adwords accounts;
- Any tracking telephone numbers remain our property.
- After cancellation, you will forfeit any outstanding credit, it shall not be refunded under any



circumstances;

- For cancellation of Google Adwords or Bing services we require 30 days written notice to [finance@wehelptradies.com.au](mailto:finance@wehelptradies.com.au) and all charges are pro rata.

### **Cancellation**

The PPC contract will continue after the initial term on a month by month basis unless cancelled by the client in accordance with our standard terms and conditions & those Terms & Conditions outlined on the cancellation form. Clients must provide a minimum of 30 days notice in writing to [finance@wehelptradies.com.au](mailto:finance@wehelptradies.com.au) & the other email addresses listed on the cancellation form.

### **SEO T&C's**

#### **Disclaimer**

We make no guarantee the targeted phrases will move in a positive direction, especially if the targeted website has:

- engaged in SEO previously;
- has poor or duplicate content;
- is on a SEO unfriendly content management system (CMS);
- if we cannot get access to your hosting and or CMS;
- is suffering from a penalty, either automatic or manual from Google;
- has an unnatural link profile;
- is hosted on a slow or blacklisted server.

Furthermore you should be aware that Google continually updates it's search algorithm, which may have a negative impact on your rankings at any time, this does not release you from your contract. We will endeavour to rectify any negative losses as quickly as we can but make no guarantees you will recover.

In rare instances we may have to move your website to a new domain to remove a penalty, you have to accept the change if we recommend this action.

#### **Website Amendments Made by the Client**

We Help Tradies must be notified of any changes that the client proposes to make to the website prior to such changes being made as some amendments may have a negative effect on the ranking of the website within the search engines.

Examples of changes that WILL affect the website's ranking include but are not limited to the



following: amendments to Header Title tags, uploading duplicate content, changing navigation and creating links to third party websites.

ALL proposed changes by the client to the website must be approved in writing by We Help Tradies before being actioned. Failing to do so releases We Help Tradies from any liability in the event that the website's ranking falls.

Client's who make changes without consulting We Help Tradies do so at their own risk.

### **Suspension**

SEO campaigns can be suspended for 1 month or 2 months. The client acknowledge their rankings will be affected by a suspension of their service & they take full responsibility for the expected loss of position. The client acknowledges We Help Tradies will not be responsible for returning their rankings, once the campaign is re-commenced. The campaign will be continued with the same level of resources used prior to the suspension.

### **Cancellation**

The SEO contract will continue after the initial term on a month by month basis unless cancelled by the client in accordance with our standard terms and conditions & those Terms & Conditions outlined on the cancellation form. Clients must provide a minimum of 30 days notice in writing to [finance@wehelptradies.com.au](mailto:finance@wehelptradies.com.au) & the other email addresses listed on the cancellation form.

### **Blogger Outreach**

All fees are non-refundable.

We Help Tradies has no control over the policies of search engines with respect to the type of sites and/or content that they accept now or in the future. The Client's website may be excluded from any blog, website, directory or search engine at any time at the sole discretion of the search engine or directory which are updated from time to time, such updates are also out of our control.

We Help Tradies has no control over website and blog owners removing links and content, or deleting/moving/ changing their website. These placements will not be refunded or replaced. Under no circumstances shall We Help Tradies be liable to you (the end user) or your clients or users for any damages whatsoever, including (without limitation) any direct incidental or consequential damages, loss of profits, or any claims of yours or third party websites. You, the



end user assume all risks and potential damages (known or unknown) associated with using We Help Tradies's services.

We Help Tradies reserves the right to tweak anchor text and other order details to ensure successful placements and your irrevocably consent to us doing so.

We Help Tradies does not guarantee search engine positions for any particular keyword, phrase, or search term. We Help Tradies does not guarantee any traffic increases.

Domain Authority will fluctuate over time, We Help Tradies has no control over a placement sites increase or decrease in Domain Authority after the initial placement.

### **Video Ads Agreement**

A Video Ad is a hand crafted video, created by professional scriptwriters, cartoonists and video editors in the UK. Video Ads agree to create a custom cartoon video for the client on the placement of an order. We aim to deliver your video within 1 week from signed off script.

### **Script**

We write your script based upon an initial form you will be asked to complete. A draft script is then delivered, and you will provide feedback to the scriptwriter who will edit the script, until both parties are happy to proceed to images. Any changes required after this sign off point will incur additional charges.

Our standard scripts consist of one paragraph of text per frame of drawing. Paragraphs must be no more than 3 lines long, based upon Arial 12 point font and standard margins (using our template). If additional paragraphs and frames are needed, supplementary charges will apply.

### **Number of frames and paragraphs per video are**

30 seconds = 3 frames 60 seconds = 6 frames 90 seconds = 9 frames 120 seconds = 12 frames  
Please note timings are approximate. The fixed element is the number of drawings.

You agree that our artist and editors have license to interpret the script as he sees fit, and that what is delivered is the final version. If changes are required after this, supplementary charges will apply.

### **Voiceover**

A professional voice over artist will create an audio file for the video. The client is at liberty to supply their own voice over audios. This quote is based on using one of our in house voiceover



artists. If a different voice is required additional charges will apply.

### **Redraws**

In the unlikely event that the Client finds illustrations in the video offensive, Video Ads may at its sole discretion, alter parts of the video. The client is at liberty to commission changes to the video, but these changes will incur supplementary charges.

### **Video Ads Agreement (continued)**

#### **Marketing**

Video Ads reserve the right to use the client videos for marketing purposes, unless specifically requested not to by the client. The normal price does not include embedding videos onto a client's site, although support for clients will be offered in the event of technical difficulties.

#### **Hosting T&C's**

"Hosting" means hosting Services provided by We Help Tradies on a month-to-month basis, or annual (12 months) basis.

For annual hosting Services, the 12 months of the Hosting is calculated from the date of Activation of the services.

You may discontinue your Hosting at any time. Discontinuing your Hosting does not affect your liability to pay the Fees.

If you decide to host your services away from We Help Tradies or their approved hosting providers, We Help Tradies will not warrant or support the services regardless the date of activation, you will have to resolve any issues with your new hosting provider.

When your Hosting is due renewal, you have seven days to pay it, failure to do so will result in suspension of your Hosting.

If your Hosting was paid annually, the renewal shall remain annually.

We Help Tradies will not under any circumstances provide cPanel access to websites hosted on our servers. This is non-negotiable. SFTP can be provided at the clients request.

We Help Tradies can assign your Hosting to another provider at any time. If this occurs, then notwithstanding anything to the contrary in this Agreement:



- You will be advised;
- Your Hosting fees will thereafter be payable to the provider to whom your Hosting is assigned; and
- Your Hosting will be subject to terms and conditions set by the provider to whom your Hosting is assigned.

It is your responsibility to provide notice to Technical Support and the Accounts Department once the site has successfully been moved to your new hosting environment. Until the notice has been provided to Technical Support and the Accounts Department, all fees payable to We Help Tradies for hosting may still be applicable.

finance@wehelptradies.com.au

### **Cancellation**

The hosting will continue after the initial term on a month by month basis unless cancelled by the client in accordance with our standard terms and conditions & those terms & conditions outlined on the cancellation form. Clients must provide a minimum of 30 days notice in writing to finance@wehelptradies.com.au & the other email addresses listed on the cancellation form. Should the website not be moved or notice not given to Accounts as above, the fees will continue to be Payable.

### **Website Warranty**

#### **General**

- I. It is an implied contract term that We Help Tradies will deliver a fully functioning Website.
- II. Delivery of the Client Website takes place once the Website is published "live" on the World Wide Web as a fully functioning Website in accordance to the Client's specifications as detailed on the "Sale Order Form".
- III. Any functional issues with the Website will be resolved by We Help Tradies free of charge within the terms of the Warranty as detailed in the following terms.
- IV. Functional and design changes or additions required post delivery will be chargeable at the We Help Tradies standard hourly rate.
- V. This Warranty does not apply if the Client owes money to We Help Tradies outside the normal payment terms.

#### **Warranty Term**

- A 90 day Warranty is supplied with every website.
- The warranty can be extended for a period of 12 months which will be automatically renewed unless terminated by the client in writing 30 days in advance of the anniversary of this





agreement.

- The decision about what is a warrantable defect is at the sole discretion and determination of We Help Tradies.
- Any work provided under warranty shall be completed within a reasonable time as determined by We Help Tradies.
- Any disputes in relation to warranty claims, if not resolved with the We Help Tradies account manager, shall be brought to the attention of the We Help Tradies office manager whose decision will be final and binding on both parties.
- If We Help Tradies accept a claim under the warranty and while rectifying the issue, Subsequently determine, in its reasonable opinion, that the defect is excluded from the warranty conditions, the customer shall be liable to pay We Help Tradies's standard rates and charges for the remedial work.
- Warranties are not transferable to new owners of websites.
- We Help Tradies reserve the right to terminate the warranty without notice if, in their reasonable opinion, the website is not being used in accordance to it's original specifications or purpose.
- To the full extent permitted by law: o We Help Tradies will not be liable for any loss, damage or alterations to third party hardware, software, programs, data and/or information stored on any media, no matter how occurring; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage. We Help Tradies' aggregate liability in respect of all claims under the Warranty and Extended Warranty shall not exceed the original purchase price or at We Help Tradies's option, replacement of the product with a like or similar product. o We Help Tradies excludes all other warranties, conditions, terms, representations and undertakings whether express or implied.
- This warranty is governed by the laws of New South Wales and represents the entire agreement between the Parties.

### **Payment Terms**

- The extended warranty must be paid for monthly or annually in advance by direct debit.
  - The warranty will automatically terminate in the instance of non payment.
- Included under warranty terms.

### **New Pages**

- Assistance in creating new pages with templates that have already been added to the website.

### **Text**

- Assistance in loading and editing written content supplied by the client Logos
- Uploading logo files Menus
- Help in adding additional menu headings. Images



- Optimizing and editing images supplied by the client to each page. Video
- Uploading video supplied by the client to text pages.

### **Links**

- Fixing broken links
- Deleting links to dormant or blacklisted third party websites Contact details
- Editing contact details: address, email and telephone numbers. Plug-ins
- Updating plug-ins (any direct cost to be attributed to the client). If an updated plugin causes a conflict then any additional development work will be chargeable.

### **Telephone Support**

- General telephone support Domain Management
- If We Help Tradies hosts and controls the website, We Help Tradies will:-
  - o Update and correct redirections
  - o Update and correct DNS records

### **Exclusions**

The following items are deliberately excluded from the Warranty Hosting

- Issues directly attributed to Hosting are excluded in the instance that the Website is hosted by a third party that does not appear on our "Approved Hosts" list. Hacking
- Issues caused by hacking are excluded unless the client has a security extension supplied by DM.

### **DNS Settings**

- a non approved change in the DNS settings.

### **Permanent Links**

- a change to the permanent links Static Page Settings
- a change to the front page/home page static page settings Plugins
- the installations of extra plugins
- deleting existing plugins Active Theme
- the deactivation of the current active theme and plugins Deleted File
- Deleting a file.

### **Deactivated Theme or Plugin**

- a deactivated theme or plugin Non Compatible Theme or Plugin
- a non compatible theme or plugin.



### **Third Party Service**

- the removal and or the deactivation of a third party service e.g. payment gateway Expired License
- an expired license for a third party service Infected File
- an infected file; text, image or video Posts and Custom Posts
- a deleted Post or Custom Post Third Parties
- Technical issues caused by third parties Users
- Deletion of users without reassigning content Development
- Development is excluded from the warranty and will be chargeable to the client.

### **Payment T&C's**

Initial Terms of the Arrangement You hereby authorise We Help Tradies PTY LTD to make periodic debits for Digital Services as indicated on the attached Direct Debit Request. Debit Terms and Conditions This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between We Help Tradies PTY LTD, ("the Supplier") and you ("the Client"). It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

We Help Tradies PTY LTD will keep your information about your nominated account at the financial institution private and confidential unless this information is required for the following reasons:

- For our financial institution to initiate the drawing of your nominated account.
- For our financial institution in relation to a dispute.
- As required by law.

Drawing Arrangement You acknowledge that the debit amount will be debited from your account according to the terms and conditions of the agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement. You authorise the first drawing under this Debit Arrangement will occur on the day nominated under the Direct Debit Request.

You acknowledge that there may be a delay in processing the initial debit and those thereafter if:

- there is a public or bank holiday on the day of the debit, or any day after the debit date;
- a payment request is received by We Help Tradies PTY LTD on a day that is not a banking business day in New South Wales;
- a payment request is received after normal We Help Tradies PTY LTD cut off times, being



3:00pm New South Wales time, Monday to Friday.

- Any payments that fall due on any of the above will be processed on the next possible business day.

Changes to the Arrangement or Initial Terms You acknowledge that We Help Tradies PTY LTD is to provide at least 14 days notice via email if it proposes to vary the initial terms of the arrangement are made. This notice will state any changes to the amount, frequency, next drawing date and any other changes to the initial terms.

If the Client wishes to discuss any changes to the initial terms, please contact our Accounts department on 02 9068 1803 or email [mark@wehelptradies.com.au](mailto:mark@wehelptradies.com.au)

You acknowledge that you will contact the Business at least 7 working days prior to the next scheduled drawing date, if you wish to cancel, suspend, alter or defer any of the debit arrangements. You acknowledge that any request by them to stop or cancel the debit arrangements will be subject to the terms and conditions of the contract or at the discretion of We Help Tradies PTY LTD.

If the Client wants to make changes to the drawing arrangements, contact accounts on [finance@wehelptradies.com.au](mailto:finance@wehelptradies.com.au)

To cancel the Direct Debit Authority, the online Cancellation Form, found within your Personalised Dashboard, must be submitted. The Accounts Department will refer you here, however they will be able to assist with providing further information. The cancellation will be subject to approval by We Help Tradies. Cancellation of any Direct Debit Authority does not affect your liability to pay the fees in full under the contract.

Disputes You acknowledge that any disputed debit payments will be directed to the Accounts Department on [finance@wehelptradies.com.au](mailto:finance@wehelptradies.com.au)

The Accounts Department at We Help Tradies PTY LTD will endeavor to resolve the matter directly with you & provide evidence to support the drawing.

You will receive a refund of the drawing amount to the account the money was originally debited from, if We Help Tradies cannot substantiate the reason for the drawing.

If you do not receive a satisfactory response from We Help Tradies PTY LTD to your dispute, you agree to contact your financial institution. The Financial Institution will respond with an answer:



- within 5 business days (for claims lodged within 12 months of the disputed drawing); or
  - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- (Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.)

Responsibilities of the Client You acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and You will contact your financial institution if you are uncertain of the accuracy of these Details.

You acknowledge that it is your responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution.

Accordingly, You acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, You agree that We Help Tradies PTY LTD will not be held responsible for any fees and charges that may be charged by either your financial institution or ours.

You acknowledge and agree it is your responsibility to ensure your nominated accounts can accept direct debits through the Bulk Electronic Clearing System (BECS). You acknowledge and agree to advise We Help Tradies PTY LTD if the nominated account is transferred or closed. You agree to contact your Financial Institution if you need to confirm these points.

You acknowledge that if a debit is returned by your financial institution as unpaid, a failed payment fee is payable by you to We Help Tradies PTY LTD. You will also be responsible for any fees and charges applied by your financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by We Help Tradies PTY LTD.

You authorise We Help Tradies PTY LTD to attempt to re-process any unsuccessful payments after 3 business days. If the payment remains unsuccessful after 14 days, You authorize We Help Tradies PTY LTD suspend all services, pending payment.

Cancellation Requests will only be acknowledged by We Help Tradies if submitted using the online Cancellation Form, found within the clients personalised dashboard.



Cancellation Requests will not be acknowledged if submitted by phone or email.

Cancellation Requests must be authorised by the Managing Director of the Supplier or an authorised agent.

Cancellation of the Direct Debit Authority does not affect your liability to pay the fees in full under the contract and will require approval by authorised agents of the Supplier.

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