

### Timing

We want to give your site the time and care it deserves. For that reason, we would normally ask that you allow 5-10 working days for the first iteration, then another 5-10 days for updates based on your feedback.

For situations where domain/site access is required, please allow 5-10 days from the point where we are given all the correct logins.

### Collaboration

We want to help you develop the skills you need to maintain your site as we build it together with you. Please allow yourself and your staff time to work with us on the site, give feedback and respond to questions.

### Payment Terms & liability

We ask for a 50% deposit to begin the project, and 50% when changes are approved. Liability is limited to the value of fees received. There is a 1.5% interest charge on late payments. Ownership of intellectual property does not transfer until fees are paid. We reserve the right to remove work which has not been paid for.

### Variations

Our goal is to get your project done to the agreed budget, and the vast majority of cases we do that.

Our quotes are based on the requirements you give us initially. Usually this works just fine. Sometimes you keep thinking of new things after you see the final result (“Can we centre that text and hide all but the first row until users click on it?”, “What happens if the product isn’t available in that colour but is available in others?”, “Can we make it a popup?”).

We try to be accommodating of small changes within the budget as we understand that it is hard to describe something in abstraction. If during the project you discover you have additional large requirements or a whole lot of small ones, then we will be happy to provide you with a quote for those additions.

Adding additional scope means that the project may take longer.

### Ongoing support

We take pride in our work, and want to get it right, which is why we offer a two-week warranty period after the site has gone live, so you can be sure we fix any bugs that only show up in a live site. Once the site has been live for two weeks we are happy to provide ongoing support on an hourly basis, and will quote for specific changes at a rate of \$165 per hour.

### GST

We are not registered for Australian GST, therefore there is no GST component to the price, nor is there any GST charged on top.

### MailChimp/Other EDMS

Please take a backup of your customer list before we start any MailChimp work. We’d be happy to guide you in how to do this, or if you temporarily grant us with admin privileges, we’d be happy to do it for you.

### Quote Duration

Quotes expire after 2 months. Typically, we will honour them for much longer, but if it has been a while since you received the quote, please double check with us when you give the go-ahead.

### Security

Wherever possible we ask that we are given a separate eChic login. Where this isn't possible, please make a note in your diary to change any shared passwords at the end of the project.

### Stop | Start

We completely understand that due to any number of circumstances you may need to pause or delay your project mid-way. Life happens! We are happy to work with you to do this. Please be aware that project time frames are longer if you want to get re-started during our busiest period (Sept-Dec) or holiday session (Christmas - January). If your project has changed significantly or needs re-work due to changing requirements, we will be more than happy to help you figure out a budget for the changes required.

### Kim Carruthers

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Cost-effective online shops for small and growing businesses

[Terms & Conditions](#)

### **P.S Have you joined the Shopify Sell More group yet?**

One small task a week to keep your site looking great and selling well

Go to <https://www.facebook.com/groups/shopifysellmore> and click the green "Join Now" button