



WEBSITE INVESTMENT / PAYMENT

- PayPal available for international clients only
- Australia based clients pay via direct bank transfer (payment plans MUST be set up)
- website and graphic design package - \$1050aud (*please see inclusions*)
- \$200 non-refundable deposit to be paid to secure your place and commitment
- work will not begin until payment plan in place, and deposit paid (*this includes phone calls post new client signup*)
- total cost of web design due at the end of three months from the start (*from the time we start designing*). Penalties now apply, due to clients not paying for months after website has been completed. All amounts previously invoiced are due immediately, and all work until website launch/completion from the 4th month onward will be billed at \$40 per hour.
- payments made towards your website, will NOT be transferable to any graphic design work, or other work such as remote support etc.
- should you be blessed and have someone else paying for part, or all of your website or design, please ask that person to transfer the funds to you, then you to me. I can then invoice you appropriately, and it provides a clear boundary between all parties

New Client Commitment

- **I will set up regular payments before I expect any work to commence.**
- **I am able to commit to regularly working on my website over a continuous 1-3 month period from time of start until it's ready to launch (3 month maximum time frame).**
- **I am committed to continuous communication without going more than 7 days between emails.**
- **I understand there are penalties for non payment at the end of 3 months from project start.**

Due to a lack of communication and non regular payments in the past, all new clients will be asked to commit to the above. Payment of deposit represents your acceptance of these terms.



WEBSITE HOSTING

- \$25aud, non-refundable, yearly - annual hosting payment due four weeks from when we start on your website design, not when the website is officially launched
- Invoiced quarterly. For example, those that fall Jan-Mar, invoiced in April, due end of April. Non payment will result in the website being suspended until paid. No exceptions.

EMAIL HOSTING

- up to 500mb free (95% of clients use less than 500mb)
 - \$10 for every 1 gb over 500mb sized mailbox
- this is to encourage clients to keep their inboxes clean and tidy, file emails appropriately into folders, and delete all emails not needed, including all spam daily

EXTRAS

- PayPal integration including custom PayPal buttons (*you must have a business paypal account*)
- Shopping Cart Checkout System through PayPal using Vibracart (*Vibralogix*)
- eDownloading System (*Linklok*) to facilitate sales of electronic downloads (*PDFs, music*)
- anything not mentioned in Website Inclusions PDF (*please just ask*)
- help to restore webmail access where the webmail is still working via the server (this is done within business hours and is not an emergency as you still have usable webmail)
- issues with a mail client such as Outlook, your gmail or hotmail, or you have forgotten your password, issues which have nothing to do with webmail directly/server issues
- help to un-suspend your website/webmail because you have not paid your domain name renewal
- An *emergency* is a website or email “down” where the server is affected. Depending on the issue, the work may not be fixable out of hours. If you use an email client such as Outlook, or gmail/hotmail etc and *those* emails are not working, or you cannot connect to the server, but you still have direct access to your webmail via webmail login, I am not always able to help you out of hours. If you have repeatedly triggered malware, do not protect your home laptops, ipad from malware or viruses and the issue is a direct result of this behaviour, again I am not able to help you outside work hours



BLOGS

Blogs are not built into the website, but are linked directly from the website to Wordpress, using the Linen Theme. This Theme allows me to re-design the layout to look very similar to your website. *(please note Wordpress may change their Premium costs any time, this is accurate as of January 2018)*

Currently costs are:

- \$120aud for premium package, to be paid annually - [Paid directly by you](#) - [Check Pricing Now](#)

PREMIUM PACKAGE FEATURES

- Custom Domain Name - allows ".wordpress" to be removed from your Blog URL - (for example www.reflectionsofpain.wordpress.com can therefore also be found at www.reflectionsofpain.com)
- Unlimited Premium Themes (allows me to change the theme's code so it can look 90% similar to your website colours and layout - I use Linen Theme exclusively)
- Advanced Design Customisation
- 13GB Storage Space
- Remove WordPress.com Ads
- VideoPress support
- \$75aud - my work to code and set up the blog, ready for posts