

Terms & Conditions

Project terms

During the project briefing, it is client's responsibility to provide us with clear guidelines along with the flow or specific details you may require. When such details are not provided, we will proceed with our understanding of your requirements and quote accordingly. At a later stage, if a discrepancy arises, it may lead to additional costs to accommodate the changes. Thus, it is essential that you clarify every aspect of your website development and ensure that you have been quoted on the right requirements.

Once proposal has been finalised, any additions, changes or enhancements in the functionality or design of the project will affect the proposal and may incur additional cost and a revised delivery date. All additional work, over and above the estimates is charged separately. Under no circumstances will CLICK ME IT be liable for any delays caused by change in the project.

Any complexity related to specific deliverable, must be advised in advance and included in the proposal for costing purposes. We operate in good faith and rely on our clients to disclose the full picture of their expectations. Any discrepancy arising due to unclear requirements or expectations will not be borne by CLICK ME IT

Website content and all related materials need to be provided to us within the first two weeks of starting the project. Any delays thereafter may delay the project and may incur additional charges if it goes beyond reasonable timeframe.

The client must recognize that at times there may be unforeseen circumstances that will delay the development process, particularly with reference to the integration of third party software. We will try our best to complete the project as agreed in the proposal. As long as it is within a reasonable period, the client agrees not to penalize us for any genuine delay, when every effort to keep the project on the proposed schedule is taken.

CLICK ME IT takes no responsibility of any of the third party products, software or components used in the website development such as payment gateway, SSL certificates etc. We suggest you to take regular back-ups to avoid any disruptions.

CLICK ME IT takes no responsibility of any open source products such as WordPress, Open Source carts, Joomla etc. It is clients responsibility to update all components and third party softwares. We can provide assistance with this if required for a fee but responsibility is till with the client for all updates etc.

CLICK ME IT owns copyrights of all codes written for any client, unless arrangements are made prior to start of the project. CLICK ME IT warrants a license to use any custom built software for the client, for their use only. This license is granted while paying for the hosting of their Website cannot be transferred to any external host; this includes any access to the software codes.

Domain registration charges are not included as a part of the proposal unless mentioned otherwise.

Hosting charges are not included in the quotations unless mentioned otherwise. CLICK ME IT can organise an appropriate hosting solution if required, a quote for which will be submitted separately and approved by the client.

Where clients decide to organise their own hosting, we should be consulted before finalising the type of hosting and database, as it should meet the requirements of the technology used for the development. Please note that we'll require full access with hosting support for testing and deploying the application, CLICK ME IT will not be liable for any delays or errors caused by direct or indirect actions of the hosting company.

CLICK ME IT cannot give access to their test servers and test websites to the clients or any third party. But can provide read only links to view the website while under development to allow feedback and the flow of information between developer and client

Technology support of additional 5 working hours is given to all medium and large size projects, for any basic modification or changes, which may be utilised for up to a period of one month after the delivery. Please note that these support hours are not applicable if the design or coding or any other aspect of the website has been altered by anyone other than the CLICK ME IT team.

Payment / Refund terms

All prices are quoted in Australian dollars are exclusive of GST unless specified.

All invoices are to be processed as per the schedule via your preferred method of payment.

Milestone payments must be made within 5 working days of each milestone/schedule, unless mutually agreed otherwise. Final payment must be made prior to website going live.

Receipt of payment is deemed as acceptance of the quote, milestone, delivery or project.

CLICK ME IT require at minimum 100% of design and development costs paid up front prior to commencement of any work, applicable hosting, domain and 3rd party software service charges are also required to be paid up front and are also non refundable (except where the 3rd party allows refund on un used portions of their products)

Should you cancel your project before work is commenced we reserve the right to refund a maximum of 50% of Development costs , if work has commenced any amount of refund will be negotiated in good faith with the client .

Should you make changes that are outside the scope of the original project or cause delays in the project (such as delays in providing required information or content additional charges may be billed to you, if this occurs work may be halted until these are paid in full.

For minor or once-off works, payments need to be made either in advance or as per the terms mentioned in the invoice/proposal. If you require any changes to the terms, you must inform us in writing (emails accepted) within two working days of the receipt of the same.

Late fees and charges: All outstanding invoices will incur a late payment fee of 10% of the pending amount and an administration fee of \$5.50 per month, from the due date.

Due date: Is the date on which the payment is due as per the terms on the invoice/proposal

Outstanding Invoice: An invoice is deemed to be outstanding if the payment is still due after 14days of the expiry of the due date.

Debt Collection: Client is provided a further 7 days after late payment fee is applied to pay the invoice. Failure to pay will result in the outstanding amount referred to a debt collector. CLICK ME IT will not be liable for any costs or charges associated with the recovery of the outstanding amount. Any charges associated with the recovery of the outstanding amount (debt collectors, administration charges, legal fees) will be referred to the client for processing.

If you are late with a payment or have any queries regarding the Invoice, please contact Accounts Manager immediately on receiving the invoice or reminder emails.

All communications/correspondences is generally done via emails. It is client's responsibility to keep us updated with their relevant email addresses.

Any payment relating to the domain name registration renewal or hosting or any 3rd party products or service purchased on behalf of the client will have to be in full and is non-refundable. In case of web-hosting renewals all cancellations must be notified to us 30 days before the renewal date.

If client chooses a 3rd party hosting provider prior to starting a project, CLICK ME IT will build and test the website on one of our own servers or hosted domains. The website may be transferred-off to the nominated 3rd party server upon full payment of all invoices and dues.

Payments Via Pay Pal & or Credit Card attract a 5% administration and processing fee to all payments made Direct Deposit options are provided on your invoice as an alternative.

Cheque Payments are accepted please note work will not commence until the cheque has cleared into our account any Cheque payments that bounce will incur a processing fee of \$10 + 10% of the amount of the Cheque (this is additional to any late fee that may as a result be back dated to your due dates

Should Discounts be issued as part of any quote CLICK ME IT reserves the right to wave those discounts in the event of non payment and request payment of the full price of any product or service, discounts may be issued in good faith and that good faith is deemed broken once an account is over due by 30 days or more

CLICK ME IT reserves the right to amend alter or change its Terms and conditions as required to continue operation of its products and services and in conjunction with any changes by its 3rd party providers , all pricing for subscription services is also subject to change.

If you have any questions or concerns about your account please email info@clickmeit.com.au