

Website Serious VIP Time

Terms and Conditions

VIP Time is prepaid service hours, purchased in blocks or as an ongoing subscription (hours) to be used for substantive work done by Website Serious. By purchasing VIP Time, you agree that you have read and agree to the following terms and condition, which serve to form an agreement between you (the client, you) and Website Serious.

1. Definition and Scope of Work

Your hours can be used for ("work"):

1. Updates to your website and digital solutions, including:
 - a. Loading new products, categories, discounts, or special offers.
 - b. Updates to e-commerce features.
 - c. Updates to website foundations and templates.
 - d. Custom coding for additional functionality and features.
 - e. API integration setup and connections to third-party platforms.
2. Graphic design services.
3. Consultancy services (i.e. substantive, actionable advice) regarding your website functionality, brand, or digital marketing strategy.
4. Other professional support services (e.g. liaising with third parties, assisting with event or promotional activities).
5. On-demand, personalised support, and training, including the production of personalised screencast video tutorials.
6. On-site and off-site (video link) training sessions.

Your hours cannot be used for:

7. Ongoing API, merchant gateway and third-party platform fees.
8. HTML / coding instruction
9. Issues identified as bugs or errors that requiring patching ("patches")* **(these are included in your website subscription for no extra charge).**

**Note: Platform and functionality errors should be reported to Website Serious immediately and will be corrected as soon as practicable at no charge.*

2. Costs and Payment Terms

1. VIP Time hours are charged at a discounted rate, depending on the amount purchased.
2. VIP Time can be purchased as prepaid hours, or as a monthly subscription (VIP Time Plan).
3. Work done outside of a VIP Prepaid or Plan time is charged at the standard hourly rate of \$130/hour.

3. VIP Time Plans

The following conditions only apply to customers who have subscribed to a monthly VIP Time Plan:

1. VIP Time Plans require a minimum commitment of 1 hour per month, for 3 months.
2. Subscription payments are to be made on the same day of each month, and only by automatic credit card payment.
3. 90 days' notice in writing is required to cancel a subscription.
4. Subscription payments cannot be refunded.
5. All rolled over hours expire 12 months from the date of subscription commencement.

4. Statements and Record Keeping

1. A monthly statement listing the work done and remaining hours will be issued to the client at the end of every month.
2. Unused VIP Time hours can be rolled over for a maximum of 12 months.
3. Prepaid hours can be used for 12 months from the date of purchase.
4. Website Serious may roll over unused hours for a further 12 months at their sole discretion.
5. The client will receive immediate notice if support and development hours exceed their available hours, with an option to purchase additional hours.
6. Work is charged in 15-minute blocks, with 15 minutes being the minimum.

5. Work Requests

1. Work requests should be emailed to to support@websitserious.com.au or by calling 0427 920 062 and should be submitted by an authorised person.
2. All requests will be answered within 1-2 business day, depending on urgency, with a proposed timeline and action plan.
3. Urgent requests can be made by text or phone call to Jacqui Nuske on 0427 920 062.
4. Urgent requests, or requests made outside of business hours (8:00am - 6:00pm, Monday - Friday) may be billed at double time.
5. Work requests are registered as tickets on the helpdesk.
6. The progress of your request, as well as any further queries or correspondence is logged in the helpdesk ticket thread, which is generated by email correspondence to support@websitserious.com.au and is available by clicking the link in the same emails.