

MONTHLY WEBSITE AGREEMENT

The terms for our monthly website plans, hosted and managed by MakeItScale

This agreement covers the MakeItScale monthly website service. The same terms apply to every plan below. The only thing that changes between plans is the monthly fee and what is included in the build.

PLAN	MONTHLY FEE (AUD)	WHAT'S INCLUDED
Starter	\$89/mo	One-page professional website, hosting & SSL, unlimited content changes on demand.
Growth	\$169/mo	Full multi-page website (up to 7 pages), hosting & SSL, unlimited content changes on demand.
Custom	From \$229/mo	Everything in Growth plus custom functionality (bookings, payments, integrations), scoped with you on a call.

1 What You Get

For your monthly fee, we build, host, and manage a professional website for your business. Every plan includes:

- **Custom-built website**, designed specifically for your business (page count per your plan above)
- **Mobile-responsive design**, looks great on phones, tablets, and desktops
- **Hosting & SSL certificate**, your site is live, secure, and fast 24/7
- **Ongoing maintenance**, updates, security monitoring, and performance upkeep
- **Unlimited content changes on demand**, swap photos, update text, change pricing, add testimonials, seasonal banners. Just message us
- **Local SEO setup**, proper structure, local keywords, and Google-friendly foundations
- **Support via message**, text or email us what you need and we handle it (Mon to Fri, response within 24 hours)

The **Starter** and **Growth** plans cover standard business websites. E-commerce, online booking integrations, custom web applications and similar functionality are covered under a **Custom** plan, scoped and quoted on a call.

2 Domain Name

You can use your own domain name, or we can purchase one on your behalf.

If we purchase the domain for you:

- You pay the one-off domain registration cost (typically \$15–\$30/year)
- We manage the DNS and configuration while your subscription is active
- The domain belongs to you. If you cancel, we transfer it back

3 Who Owns What

Your content. Any photos, logos, text, and branding materials you provide remain yours at all times.

The website code. The website (design, code, and build) is owned by MakeltScale until the build cost has been fully covered through your monthly subscription.

The build value of your website equals **36 monthly payments** at your plan's rate (for example, Starter = $36 \times \$89 = \$3,204$). Each monthly payment reduces the remaining balance. After **36 months**, ownership transfers to you.

Before 36 months: If you cancel, we disconnect the site. You're free to put up your own website or go back to what you had before. No website files are provided.

After 36 months: If you cancel, we provide a full copy of your website files (zip). Hosting and management become your responsibility from that point.

4 Early Buyout

You can take ownership of your website at any time by paying the remaining balance of the 36-month build cost.

Buyout = (36 - months subscribed) × your monthly fee

Example: cancel a Starter plan after 12 months → $24 \times \$89 = \$2,136$

There is no obligation to buy out. If you don't want to, you simply cancel and move on.

5 No Lock-In

- There is **no minimum term** and **no contract lock-in**
- Cancel at any time with **14 days' written notice** (email is fine)
- Cancel before 36 months without buying out: website is taken offline, no files provided
- Cancel after 36 months: you receive your website files as described in Section 3

6 Payment

- Payments are collected **monthly via Stripe** (credit or debit card)
- Your first payment starts your subscription and the 36-month ownership period
- If a payment fails and remains unpaid for **7 days**, the website is taken offline
- The website is restored once the outstanding payment is made
- All prices are in **Australian Dollars (AUD)**

7 Our Responsibilities

We are responsible for:

- Keeping your website online and accessible 24/7
- Fixing any downtime, bugs, or security issues at no extra cost
- Making the content changes you request in a timely manner
- Ensuring your site remains secure and up to date

8 Limitation of Liability

While we take every reasonable step to keep your website secure and operational, our total liability for any claim arising from this agreement is limited to the fees paid in the **3 months prior** to the claim.

We are not liable for losses caused by factors outside our control, including third-party service outages, force majeure events, or issues arising from changes you make after taking ownership.

9 Changes to This Agreement

We may update these terms with **30 days' written notice**. If you disagree, you may cancel under the terms in Section 5.

10 Acceptance

By making your first payment, you acknowledge that you have read, understood, and agree to be bound by the terms of this agreement. Your payment constitutes acceptance of this contract.