



Business Terms & Conditions

My mission

To provide clients with high quality professional work, efficiently and at an affordable price.

Who will I be liaising with?

You will consult directly with me, Julie McKone, I am the owner of JAM Business Support Services. I am a sole trader and operate under ABN 83-061-697-217. I am registered for GST and hold Professional Indemnity and Public Liability insurance with BizCover.

Business Hours

I can be contacted during business hours (9.30am – 4.30pm Mon, Tues, Thurs & Fri) regarding any questions you may have. Messages that have been received out of hours will be responded to by the next business day.

What should I do if I would like a quote on a new website project?

If you would like JAM to quote on the build of a new website please call me by phone (0452 393094) or complete the [contact form](#) outlining your requirements and I will contact you to discuss your requirements. I will email the quote to you detailing the cost and scope of works. By completing a [web design brief](#) with as much information as possible I can then estimate how long I think it will take to develop your website from start to completion and the cost involved.

What steps do I take if I wish to accept your quote?

If you are happy with the quote and wish to proceed with hiring JAM, I will need you to approve the automated Xero quote that has been sent to you.

Will I have input in any design jobs?

Yes, I prefer clients to provide input from the beginning to ensure the design I come up with is what you are after. The quote will include a number of revisions (depending on the job) so you can continue to review the progress of the design and let me know if you would like something changed.

For work where you already have something in mind, it would be best to provide me with a detailed design brief containing your requirements, budget, audience, style guidelines (if applicable) and a date you require the finished job.

If you have images, logo or text you want included, you will need to attach it with the brief. For larger complex jobs I am happy to agree to setting milestones. Please ask me for a copy of my Client Brief Template if you should require it.

If at any time you require a status update on the progress of your job, I can be contactable by phone or email.

What if I need something designed to our company's style guidelines?

That's fine, I can work to your specifications. I have over 20 years experience in working to different organisation's templates, corporate identity guidelines, branding & style guidelines and briefs.

Can I supply imagery and/or photos for my brochures, website etc?

Yes, you can. However, please be aware that images and photographs that are used on the web, must be owned by you, or purchased through a stock (photo) library; otherwise they cannot be used and may be subject to copyright laws. If you need help sourcing images or unsure of the quality of the images you need to provide, please feel free to discuss this with me. I use the extensive Canva photo library or can purchase a



royalty-free image from photo libraries such as Shutterstock or Getty Images. Prices for royalty-free images apply.

Do you offer social media support packages?

Yes I do. I can create the graphics, help with the scheduling, or can assist with the whole process, whatever it is that you need. I can tailor a package to suit your needs. I currently offer month-to-month support or packages over a 3, 6 and 12-month period. Cost is dependent on number of platforms and posts per week. Social media support packages are to be used within 1 month of purchase. Final payment is strictly 14 business days.

For further details of my social media packages please [email me](#) for a customised quote.

What website platforms do you specialise in?

I am a Squarespace Circle Member where I currently offer clients modern, responsive websites built on the Squarespace platform. Squarespace is great platform for clients who want something that is simple, modern and easy to manage with little fuss. Depending on the Squarespace plan you sign up for, I can create you an eCommerce website, gallery-type website or informational site used to promote your business and its services.

If you are looking for an eCommerce store, I can also help with building you an online store on either Squarespace eCommerce plan, Shopify or WordPress with WooCommerce.

The cost of web hosting, platform plans and domain names are not included in my costs. A new website build is quoted as a project.

I also specialise in website content management and can assist with maintaining your WordPress, Squarespace, or Weebly website.

You can find further details about what I offer as part of Website Creation & Management support on the [website](#) or contact me via [email](#).

How long does a website project take?

It can take anywhere between 1 – 6 months from start to completion of a new website. It really depends on the complexity of the website whether the content is provided at the start of the project, if it's a small services website I may be able to provide you with a quicker turnaround time than say a website that requires accessibility features or an ecommerce website.

If you require assistance with writing content, developing SEO keywords, in the middle of rebrand or arranging products to be photographed this will need to be discussed with me prior to work commencing.

My preference is that all content is supplied at the time of signing the contract. This way there will be less delays and I can schedule the appropriate time I need for your job into my diary.

Before commencement begins, we will need to discuss the purchase of your domain name and hosting, if not already done, and what plan would suit you best.

Do you offer CSS customisation or other technical support?

While I have some coding and CSS experience, technical stuff such as JavaScript, server-side scripting, PHP etc is not a service I provide. I will be happy to put you in touch with one of my contacts.



Do you provide SEO or copywriting support?

I have basic SEO knowledge and can assist with making sure your website is SEO optimised. If you require someone who conducts keyword research or SEO copywriting, this is not a service I provide. I can arrange a quote from one of my sub-contractors to do this work for you.

Can you create designs in my Canva account?

Depending on the type of job, I may give shared access to a bespoke template on the completion of a Social Media Support contract and once final payment has been received. Otherwise this isn't something I do. All graphic design, social media designs and desktop publishing original artwork & native/editable Canva files remain the property of JAM.

What files are provided at the completion of a job?

I provide print-ready files for printing (e.g. PDF) And JPG or PNG files for web or PowerPoint presentations.

If you have hired JAM to assist with developing branded templates and content for your social media, I will provide access to copies of these files after the work I have completed for you is paid for.

Can you create edible flyers or documents in Microsoft or Canva?

Yes, I can. Just let me know at the time of asking for a quote, that you would like a flyer or document designed so you can edit it later on.

Do you include revisions with your design quotes or Canva packages?

Yes, I include 1 round of revisions. If you would like to purchase more they are charged at my base rate of \$77ph incl GST (charged at hourly increments)

What are your packages & rates?

- For Digital Marketing and Desktop Publishing/Design tasks I offer a base rate of \$77 per hour including GST with a minimum of 1 hour. I am happy to provide a quote based on your requirements.
- Project work will be quoted as a fixed price once JAM receives a project brief from the client. To confirm my availability, I require 50% of the total amount to be paid upfront.
- For any out of scope/additional requests relating to new website projects, these will be charged at a base rate of \$90 per hour (charged at hourly increments)
- Social media support packages are to be used within 1 month of purchase.
- Social media packages are available month-to-month or over a 3, 6 and 12-month period. A 50% deposit will be required at the time of signing the 12-month contract. The deposit will not be refundable if you choose to cancel the contract early.
- The monthly Digital Marketing Support package is to be paid in full prior to any work commencing and time block is valid for 1 month from date of purchase. If there are any unused hours once the month is up the hours can be accrued with the purchase of an additional bundle. Please note, Website Creation is not available within this package.



- Ad-hoc tasks will be charged on a pay as you use basis. Depending on the type of task (i.e. Pre-paid) payment may be required before delivery/supply of the finished outcome. Payment terms are strictly 14 days unless otherwise specified.
- Payments are to be made in AUS\$ and deposited into our bank account. Account details will be provided on the tax invoice.
- Add-ons to Social Media, Digital Marketing Support, and WordPress Web Maintenance Support packages are to be pre-paid in full prior to any work commencing and time block is valid for 1 month from date of purchase.
- Urgent work – If you need work completed urgently, I am happy to assist provided I have availability. Please note, for any urgent design tasks that are requested within a 12-24hr turnaround time and require a substantial number of revisions (i.e more than 2) may be subject to an urgent rate.
- Occasionally, there may be circumstances where I will need to utilise a subcontractor (i.e. copywriter, virtual assistant, web developer etc) to assist me with certain tasks. If this involves your work, I will discuss it with you beforehand including if any additional costs may be charged.
- New website builds or redesigns is not included in the Digital Marketing Support package or One-Off PAYG rate.
- GST is included in all rates.
- Prices are subject to increase at the discretion of JAM Business Support Services.

Cancellation fee/policy

- A fee will apply if you cancel a service after approving a quote. JAM Business Support Services reserves the right to invoice the full amount quoted.
- Any time spent on cancelled work that was sent through and commenced will be charged accordingly along with an additional 2 hours, which will be charged as a cancellation fee.
- If you wish to cancel your social media package/contract, please provide JAM with at least 12 days notice in writing before the commencement of the new month. Otherwise, any time spent on cancelled work that was sent through and commenced will be charged accordingly and will require immediate payment.

Privacy

I take my client's privacy seriously. All client information including personal details, logins and passwords, financial information, etc, will remain strictly confidential.

Unless prior permission has been given for JAM to use your name or work completed for promotional purposes (i.e. testimonials, portfolio samples or advertising on social media etc)

What if I wish to make a complaint?

Well I hope you don't! But if for some reason you are unhappy with the service, I have provided you, please email me at julie@jambusinesssupportservices.com.au or call me directly on 0452 393094 to discuss your issue. If a job was not completed as per your request, I will work with you to achieve the outcome within reason.



I aim to provide a professional service to all my clients and will only take on projects/jobs of my abilities, if for some reason I cannot carry out the work as planned the client will be notified immediately. My goal is to ensure I provide value to all of my clients, and that each and every client is happy with the provided outcome they receive and use JAM again!

Satisfaction Guarantee

I pride myself on offering a professional, efficient service which provides value to my clients. I hope that every client is happy with the provided outcome they receive and will use JAM again!

If for some reason you are not happy with the service that I provided you, please contact me immediately and I will work with you to achieve the outcome within reason or give you your money back.

Recommendations & Testimonials

As a small business operator, the work I receive is mainly 'word of mouth'. If you are happy with my work I would appreciate it if you could post a recommendation on [JAMs Facebook page](#), or write a testimonial on our Google [profile](#), or [LinkedIn page](#). Note, all recommendations or testimonials will appear on my website, and published to JAM's social media platforms as social proof.

Professional Memberships & Affiliates

JAM is proud to be a registered member of the [Virtually Yours Virtual Assistants network](#), [VA Directory](#) and [Digital Mums Directory](#).

Julie is an Empower Community Canvassador and Squarespace Circle Member.