



Terms and Conditions

Pricing and Payment

- Multi hour packages will be invoiced up front with payment due upon receipt of invoice. Work will commence once invoice is paid in full
- A 50% deposit is required up front for website builds and before any work begins. The remaining payment of 50% is due once the website goes live
- All other payments are due 7 days from date of invoice
- Unless otherwise agreed, work will be charged at \$55 + gst per hour with a minimum charge of \$27.50
- All amounts are in NZD
- Urgent work carried out at weekends or on public holidays will incur a 15% surcharge
- Payments to be made via direct bank transfer only
- Hourly rates do not include disbursements (including but not limited to travel costs, software subscriptions for your business, copying, courier fees)
- Package hours are valid for 1 month from purchase and do not carry over to the next month. Unused hours will not be reimbursed.
- Interest will be charged at the rate of 2.5% of the monthly balance on overdue invoices
- Hourly and package rates are subject to increase due. We will endeavour to give you as much notice as possible in this case

Privacy and Security

- Willing and Able will not pass on your information to any other client or third party unless required to do so by law
- We are happy to sign confidentiality agreements or privacy statements and guarantee the privacy of any business or personal information that you share with us

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