

Terms and Conditions

Service Includes

Please refer to the order document or quotation.

Conditions

Page Changes

1 Hour(s) maximum time spread out over 3 requests.

After the initial 1 hour(s) of updates the normal hourly rate applies.

Any apparent bugs or design faults will be fixed free of charge.

Liability

Although every effort is taken to ensure completely secure web applications we will not be held liable for damages caused by security vulnerabilities or bugs however if a critical issue is identified and Corra Communications is deemed to be at fault then the issue will be fixed free of charge within 2 working days (where practicable).

Support

Ongoing support is offered on a pre quoted hourly basis. Rates change from time to time based on current market conditions. Please see

<http://www.corra.com.au/services/pricing/> for current rates.

Third Parties

Corra Communications permits third party developers to perform work on the solution we have created. Please note that, depending on the type of work performed that this may waive any implied liability or warranty offered by Corra Communications.

If the solution is hosted on one of our servers access for third parties will need to be enabled case by case and a non-disclosure agreement signed by the third party.

Please note that we use proprietary code specific to your website (custom solution), this enables us to provide you with unique functionality at a reasonable price point, however it may cause problems with some third party developers who are unable to reverse engineer.

Payment of Account

Most customers are provided with an account on strict 14 day payment terms. Late fees apply for payments received after the due date. Suspension of hosting services may occur if **ANY** payment is received more than 14 days late. This includes invoices which do not relate specifically to hosting. A late fee may also apply.

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Copyright/IP

We hand over copyright ownership of the look and content of the site. This includes all images (excluding images from our stock database which have a shared license).

We do not hand over copyright ownership of particular HTML code snippets and any PHP source code used in the site. This code remains the property of Corra Communications.

You are granted unrestricted use of the source code we use for your website with the following exceptions:

- The product must **NOT** be resold.
- The source code must **NOT** be made public.

Contact

Corra Communications use email exclusively for invoicing and important notices. It is your responsibility to ensure the contact details we have in our database are current and that the primary email address is valid.

If you do not keep your contact details up to date and fail to respond to overdue notices or changes to your contract or services we may suspend your service until contact has been made.

Page footer

It is a requirement of all clients that "Powered by Corra" appears as a small hyperlink in the footer of the page. This applies only if you wish to use the 6 months free hosting service provided by Corra Communications. Corra Communications will ask you if you would mind appearing in our portfolio, if this is so we will require a short testimonial from you.