



Letter of Understanding

Presented by Harley Mitaros

Terms and Conditions of Service

This document contains the straight-forward terms and conditions for transparency and honesty of Pryzm's service and relationship with client.

By engaging Pryzm's services, you agree to the terms and conditions listed in this document.

Ongoing Invoicing

- Pryzm offers two options for ongoing clients:
 - *Direct Debit:* If Pryzm are authorised to direct debit the total invoiced, we will conduct the direct debit and send the invoice on the last business day of the month.
 - *Invoice Payment:* For all invoice payments, we will invoice in advance on the first day of the month, with a due period of 14 days from issue date.
- Pryzm require 28 days notice to cancel any ongoing contract, unless agreed otherwise.

One-off Invoices

- All one-off invoices (except for Website Creation costs) are invoiced in advance of service, unless agreed otherwise.

Work outside Scope of Contract

- Pryzm's quoting process is designed to strictly define boundaries of maximum costs per month; however, unexpected opportunities and changes can bring the possibility of extra paid work outside of scope.
- If the client has not requested work outside of scope but Pryzm feels it is necessary and requiring payment, Pryzm will strictly seek approval from client before engaging in work outside of scope.
- In case of Pryzm being required to carry out extra work than quoted or scoped for the client, Pryzm reserves the right to charge the client at an hourly rate of \$150 + GST per hour, plus any extra costs Pryzm may have incurred.
- In this case, Pryzm will clearly specify on the monthly invoice the billable time spent working outside of scope.

Overdue Invoices

- If an invoice is expected to be settled at an overdue date, Pryzm would greatly appreciate notice and a new specified settlement date in advance as early as possible.
- Pryzm offer a grace period of 30 days overdue before it fully reserves the right to cancel its provided service. Until the invoice debt is settled, any ownership of goods and services supplied shall remain with Pryzm
- We shall reserve the right at all times to suspend the supply of further goods and services on credit to the applicant without prior notice.
- All costs associated to an overdue account will be borne by the applicant in the situation where it is referred to a debt collector for any reason.

Lost Communication

- If Pryzm is unable to communicate with a client for a period of three months or greater, service will be cancelled and the client will forfeit any deposit or payments made to us.

In all of the above instances, the words 'we', 'our' and 'it' refers to Pryzm Pty Ltd.

Thank you for your understanding.

Kind regards,

Harley Mitaros
Director of Pryzm.