

# Terms & Conditions

## Simply Supported Co

ABN 93 500 632 482

These Terms & Conditions ("Terms") govern the provision of services by Simply Supported Co ("we", "us", "our") to you ("Client", "you"). By engaging our services, submitting work requests, or making payment, you agree to be bound by these Terms.

### 1. Services

1.1 Simply Supported Co provides senior-level virtual executive, administrative, project, operations, HR, paralegal, research, transcription, and ad-hoc support services as outlined on our website and agreed with you prior to commencement.

1.2 Services are delivered remotely and primarily outside standard Australian business hours, including evenings and weekends, unless otherwise agreed in writing.

1.3 We provide support services only. We do not provide legal advice, financial advice, HR advisory services, or other regulated professional advice unless expressly agreed in writing and permitted by law.

### 2. Engagement & Scope of Work

2.1 All work is scoped prior to commencement, either via written agreement, email, or confirmed instructions.

2.2 Any changes to scope, urgency, or complexity may result in revised timelines or fees. We will advise you where this occurs.

2.3 We reserve the right to decline work that falls outside our expertise, capacity, or ethical standards.

### 3. Communication & Availability

3.1 Simply Supported Co does not operate as a real-time or as a 9–5 service.

3.2 Communication occurs primarily via email, phone or agreed chat platforms. Calls or meetings are available after hours or on weekends by prior arrangement.

3.3 Response times and delivery deadlines will be agreed at the commencement of each engagement or request.

### 4. Fees & Payment

4.1 Fees are charged at the hourly rates published on our website or as otherwise agreed in writing.

4.2 A minimum engagement of **five (5) hours** applies unless otherwise agreed.

4.3 Invoices are issued as follows unless otherwise agreed:

- 50% payable upfront prior to commencement
- 50% payable upon completion
- Retainer clients are invoiced monthly in advance

4.4 Payment terms are **7 days** from invoice date unless stated otherwise.

4.5 Late payments may result in suspension of services until outstanding amounts are paid.

4.6 All fees are exclusive of GST unless stated otherwise.

### 5. Retainers

5.1 Retainers provide priority access and ongoing availability.

5.2 Retainer hours are allocated monthly. Unused hours may be discussed on a case-by-case basis but are not guaranteed to roll over.

5.3 Retainers are non-refundable once the monthly period has commenced.

### 6. Confidentiality

6.1 We treat all client information as strictly confidential.

6.2 We will not disclose, use, or share confidential information except:

- As required to perform the services
- Where legally required
- With your prior written consent

6.3 We are happy to enter into a separate Non-Disclosure Agreement (NDA) if required.

## 7. Data & Materials

7.1 You are responsible for providing accurate, complete, and lawful materials and instructions.

7.2 We are not responsible for errors arising from incomplete, incorrect, or unclear information supplied by you.

7.3 You are responsible for maintaining backups of all original data and materials.

## 8. Intellectual Property

8.1 Upon full payment of all invoices, ownership of work product created specifically for you transfers to you, unless otherwise agreed.

8.2 We retain ownership of our pre-existing materials, templates, processes, and intellectual property.

8.3 We may retain copies of work for record-keeping purposes.

## 9. Accuracy & Reliance

9.1 While we take care to deliver accurate and professional work, you remain responsible for reviewing and approving all deliverables before use.

9.2 We are not liable for decisions, actions, or outcomes arising from your use of the work product.

## 10. Liability

10.1 To the maximum extent permitted by law, our liability is limited to the total fees paid by you for the relevant services.

10.2 We are not liable for indirect, consequential, or incidental loss, including loss of profit, business, or opportunity.

10.3 Nothing in these Terms excludes liability that cannot be excluded under Australian Consumer Law.

## 11. Independent Contractor

11.1 Simply Supported Co operates as an independent contractor.

11.2 Nothing in these Terms creates an employment, partnership, agency, or joint venture relationship.

## 12. Termination

12.1 Either party may terminate an engagement by written notice.

12.2 You are responsible for payment of all work completed up to the termination date.

12.3 Prepaid fees are non-refundable once work has commenced.

## 13. Force Majeure

13.1 We are not liable for delays or failure to perform due to events beyond our reasonable control, including illness, system outages, or emergencies.

## 14. Governing Law

14.1 These Terms are governed by the laws of **Victoria, Australia**.

14.2 Any disputes are subject to the exclusive jurisdiction of the courts of Victoria.

## 15. Amendments

15.1 We may update these Terms from time to time. The current version will always be available on our website at [www.simplysupportedco.com](http://www.simplysupportedco.com).

15.2 Continued engagement after updates constitutes acceptance of the revised Terms.

## 16. Contact

If you have any questions regarding these Terms, please contact:

### Simply Supported Co

Email: [hello@simplysupportedco.com](mailto:hello@simplysupportedco.com)

Phone: 0439 819 009

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