

DMO

Digital Marketing Organization

SERVICE TERMS

These terms and conditions outline the conditions, rules, and regulations regarding the services and/or products, directly or indirectly, provided and/or sold by the DMO and/or AmpDMO, unless stated or officially agreed otherwise.

DMO (and AmpDMO) is located at:

19 McDonald Street, Berala

NSW 2141, Australia

DMO (and AmpDMO) contacts:

Email: DMO@ALT.SO

Website: [HTTPS://DMO.ALT.SO/](https://dmo.alt.so/)

This document fully complies and refers to the following documents:

- [DMO \(and AmpDMO\) Privacy Policy](#)
- [DMO \(and AmpDMO\) Terms of Service](#)
- [DMO \(and AmpDMO\) Service Fees](#)
- [And conditions stated in the webpages of DMO.ALT.SO website](#)

By purchasing, subscribing, or using any DMO (and AmpDMO) provided direct or indirect service and/or product, we assume you accept all the current applicable disclaimers, policies, terms, and conditions in full. Please, do not continue to use any DMO (and AmpDMO) provided direct or indirect service and/or product if you do not accept all of the disclaimers, policies, terms, and conditions in full.

The following terminology applies to this entire notice and any or all agreements: "Client", "Customer", "You" and "Your" refers to you, the person purchased and/or using anything provided by DMO (and AmpDMO) and accepting this statement. "The Company", "Ourselves", "We", "Our", "Us", and "DMO", refers to DMO and AmpDMO. "Party", "Parties", or "Us", refers to both the Client and ourselves, or either the Client or ourselves. "The Service" refers to any DMO (and AmpDMO) provided service or product. All terms refer to the offer, acceptance, and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner, whether by formal meetings of a fixed duration or any other means, for the express purpose of meeting the Client's needs in respect of the provision of the Company's stated services/products, in accordance with and subject to, prevailing law of Australia. Any use of the above terminology or other words in the singular, plural, capitalization and/or he/she or they, are taken as interchangeable and therefore as referring to the same.

Role of DMO

The services specified in the contract and/or quote will be provided by us as offered. We segment the service by projects and then projects by works. The scope of the necessary work may alter as the project progress. In this case, we will contact you as soon as possible to discuss it and agree on any changes and the quote that may be required. We include two rounds of revisions on all services following the development of an initial concept, unless otherwise stated. Following that, revisions briefed will be charged at DMO's standard hourly rate. The time required quoted or mentioned is for estimation only, and the service could be delivered before or after the quoted or mentioned estimated time.

To be as effective as possible, we must collaborate with you as a team. Frequently, our work will be contingent on you (or your advisors) delivering timely information and content. Unless you tell us differently, we will presume that any information and/or content you supply is complete, lawful, and correct to prevent time-consuming crosscheck and/or verification.

Unless you approve disclosure or the relevant circumstances are already in the public domain, we shall keep your documents and affairs private at all times. However, we disclose your documents and affairs to: (i) our affiliates or associated parties; and (ii) any other service provider to whom we may lawfully delegate elements of any project in order to offer a comprehensive range of services for you.

All our provided services must only be used for legal activities. You agree to indemnify and hold us clear from any claims that arise out of your use of our service(s) and damage(s) caused to you or others. Our entire liability to you under this contract, whether in contract or tort, shall not exceed the whole sum directly paid to us by you. We will not be liable for any lost earnings, business, revenue, clients, goodwill, or expected savings, as well as any other indirect or consequential losses of yours and others.

Additionally, we shall not be liable at any extent for any failure, mistake, or delay in performing our duties if the failure or delay is caused by any circumstance beyond our reasonable control, and/or any enforcement by any law enforcement.

Fees

The fees quoted for our services varies depending on the nature, amount, and complexity of the works necessary to complete or provide the quoted and/or agreed service. So, the cost from one quote is not comparable with the cost of another quote, even if both the quotes are made to you only. We treat each quote individually as individual contract quotation.

Unless otherwise stated, our estimates exclude third-party expenditures such as photography, artwork, designs, video production, sound recording, and other creative works. Our estimates also exclude any type of printing and delivery.

If you decide to end the contract after the work has begun, you will be charged for the work that has already been done only plus any fees or fines incurred in relation to the parts of the work, project, and/or service.

If any payment is more than 10 business days late, our standard late fee will apply to you. And if that payment is more than 25 business days late, the late fee will be doubled and we may hire a debt recovery agency at your expense. Any unsettled and/or unpaid balance will have an extra 25% fine added every month, unless agreed otherwise.

Our standard hourly rate is only dividable by 4 or 15 minutes. All our fees and fines are in AUD (Australian Dollars) and USD (United States Dollars). But, if currency conversion is necessary for any case, the currency conversion will be done during invoicing from USD only.

Content

It is your duty to supply us with the information with full rights we may require about your company and marketing goals. We are not responsible for any mistakes in the information and/or content you provided to us. Any costs incurred as a result of these mistakes that require fixing may be charged at our standard hourly rate, unless agreed otherwise.

You give us full permission to use your logos and other corporate identifiers in order to complete the project, or provide you with the quoted and/or agreed service. You agree to hold us clear from any and all liabilities, stemming from your failure to secure necessary copyright clearances for all the content submitted due to your error, or you inability to do so.

Unless otherwise stated, you are responsible for providing all essential text and graphic assets that make up the service's content. Unless otherwise agreed upon, all content must be provided in a proper digital format. Images should be sent in the following formats: JPEG, GIF, SVG,

PNG, or PSD. Logo should be sent in SVG, EPS, AI, or PNG format. The text should be sent in Microsoft® Word™ format. Microsoft® Excel™ should be used to provide data, including data for calculations, charts, graphs, and infographics.

For print purposes, supplied images should always be high-pixel-resolution with a 300DPI resolution. Lower quality photos are allowed if they are only to be used on the web. All graphics submitted to us will be assumed to be owned by you or acquired from stock libraries with your license to use. We are unable to utilize images directly found in the Google® or Bing® image search results.

If the content is not provided in an easily accessible format, standard hourly fee for retyping texts will be charged, unless agreed otherwise. A further standard hourly rate may be applied if the information given is in a format that necessitates a considerable amount of copywriting, unless agreed otherwise. The same applies to the raster to vector conversation of logos or icons, unless agreed otherwise.

Intellectual Property

Except to the extent that any intellectual property rights therein have been retained by us or third parties engaged or employed by us, products, creative works, designs, themes, slogans, preliminary sketches, layouts, copy, public and other marketing material accepted by us, in any form, will be your property after you have paid us in full for the relevant service and fulfilled all the conditions of the applicable agreements.

Any idea, concept, source code, information, or know-how reflected in any of the materials given to you, in whatever form, or otherwise produced during the course of delivering services to you, may be developed or used for other customers and purposes. Additionally, our working files are protected by legal copyright. The working files, which include but are not limited to ideas, design concepts, design components, infographics, typefaces, photography, codes, scripts, and other vital elements are our intellectual property. As part of our projects, we do not disclose the working files. But, if you want those working files, please request them and we could provide you with a quotation, and related terms for the release if we want to share them. Additionally, we reserve the right to feature your project on our website, design portfolio, or other medium of communications to promote our services, unless otherwise contracted.

Termination

Any contract or quote will be terminated forcefully by us if you failed to comply with any of our policies. We will also terminate any contract or quote if you are non-responsive for over 10 business days without notifying us. Additionally, we will terminate any contract or quote immediately if we found any negative comment, post, share, or anything related from you or your staff members.

Your contract will be on hold if any payment is due for more than 10 business days. If that payment is due for more than 20 business days, the contract will be terminated automatically. If you failed to provide us with critical necessary information and/or access for more than 5 business days without asking for any extension, we will automatically terminate any related contract or quote as well.

Whenever we terminate your contract, we won't issue any refund of any amount to you or anyone related. However, your due to us of any amount must be paid in full including all applicable fines.

Any quotation made by us to you is only valid for 5 business days. After that, if that quotation is not discussed, processed, or accepted by you, the quote will expire automatically. No reference from that quotation for a new quotation will not be accepted.

You may choose to terminate a quote by letting that to get expired. You may choose to terminate a contract by contacting us with valid and understandable reasons. Stopping payments and/or cooperation instead of directly contacting us is subject to a standard enforcement fine.

Updates

We reserve the rights for updating these terms and/or any policy attached with it. Any updates to this “DMO Service Terms” may be notified via electronic mediums. We may use website notifications or pop-ups to notify, but it will be maintained for a limited amount of time only.

If you are already in an agreement or contract with us, the “DMO Service Terms” enforced at the time of the agreement will be applicable to you till the period you already paid in full. However, this doesn't apply if any new government regulatory change or major event occurs.