

## Terms of Service

Updated: May, 2025

These Terms of Service ("Terms") outline the agreement between you ("Client") and SalesGrow Advertising ("we", "our", "us") regarding the provision of digital marketing or additional services supplied. By engaging our services, you agree to these Terms in full.

### 1. Scope of Services

SalesGrow Advertising provides a range of services including but not limited to:

- Google Ads and PPC campaign management
- SEO strategy and implementation
- Social media advertising and management
- Email marketing campaigns
- Digital strategy and consulting
- Field days and event marketing campaigns
- Additional tasks agreed to by both parties
- Print campaigns and material as required

The scope, deliverables, and timelines will be agreed upon in writing prior to project commencement.

### 2. Payment Terms

- All services are quoted in AUD and exclude GST unless otherwise stated.
- Payment terms are typically 7 days from invoice date unless agreed otherwise.
- Retainer or monthly services are billed in advance.
- Late payments may result in paused services until payment is received.
- Failure to complete the payment/s may see the services withdrawn until payment in full is received.

### 3. Client Responsibilities

To ensure a smooth project and campaign rollout, the Client agrees to:

- Provide timely access to necessary accounts, assets, and approvals
- Supply accurate and relevant business information
- Respond to communication promptly to avoid delays
- Comply with platform guidelines (e.g. Google Ads, Facebook Ads policies)

### 4. Intellectual Property

All materials created by SalesGrow during the campaign (e.g. ad copy, designs, strategies) remain our property until full payment is received. Once paid in full:

- You own the final deliverables
- SalesGrow retains the right to showcase non-confidential work for portfolio or promotional use unless agreed otherwise

## 5. Confidentiality

We treat all sensitive information you share with strict confidentiality. We will not disclose or share any confidential business, financial, or customer data without your written permission unless required by law.

## 6. Performance and Results

While we commit to using best practices, digital marketing involves many variables outside of our control. Therefore:

- We do not guarantee specific results (e.g. rankings, revenue, or sales figures)
- We continuously monitor and optimise campaigns for the best possible outcomes
- SalesGrow will provide regular reporting and insights to demonstrate progress

## 7. Termination

Either party may terminate services by providing 14 days' written notice.

Upon termination:

- Work completed to date will be invoiced and must be paid in full
- Any advance payments for incomplete services will be refunded where applicable
- Access to campaign assets, files, and platforms will be transferred if payment is up to date

## 8. Liability

SalesGrow Advertising will not be held liable for:

- Loss of income, sales, or reputation due to campaign performance
- Platform outages, third-party tool failures, or policy changes
- Any errors resulting from incomplete or inaccurate information provided by the Client

## 9. Changes to Terms

We may update these Terms from time to time. Any changes will be communicated in writing or reflected on our website. Continuing to use our services after an update signifies your agreement to the revised terms.

## 10. Governing Law

These Terms are governed by the laws of Queensland, Australia. Any disputes will be resolved under the jurisdiction of Queensland courts.

## 11. Contact

If you have questions about these Terms, please contact us:

SalesGrow Advertising  
hello@salesgrow.com.au  
0420 981 217