

Our Terms Of Service | Privacy Policies | Payment Terms

Here's The Fine Print We All Must Tell You. For Both Domestic And International Based Customer's

Please Note: We Are Not Associated With The Motor Traders Association In Any State Located In Australia, Also Commonly Known As "The MTA"

This Association Is Involved In Many Motoring & Other Very Helpful Auto Based Causes, We Only Build Net Solutions. Our Motto "Maintaining The Appeal "

We Are Also Members Of Consumers Safeguard (consumerssafeguard.com) For Online Ethics, Fair Trading, Stability And Endorsements

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Important Customer Note

Service Level Agreement Objectives

This agreement sets out the minimum level of service that AAMMS-MTA is required to meet and the corresponding penalties for not meeting such levels. Our objective is to provide a continuously operating service that is well beyond the minimum levels specified.

We strive to have any updates, including page add-ons, flash animations etc, added to your site if needed within 2 hours of notification, not many website design businesses can provide that level of service.

Our terms are fair and reasonable, taking into account both the customers and AAMMS needs, and are designed around fair business ethics. Simply put, if your fair and reasonable like us, we should have a long and bright future together.

We advise all customer's to fully read these terms, (we do understand the length and time it may take to read thoroughly through it, but we hope you understand that Terms Of Use information is designed to be fully complete, for both you and AAMMS to have a full understanding of each of our obligation's to each other.

We advise all clients at the bottom of every invoice sent, to read our Terms Of Service & Privacy Policies on a regular basis, as notice to check all terms for any updates if any, as their may have been term updates since first using our services. We also have at the bottom of this page, a Print button for you to print off a copy of our Terms,, to record, file and to review later at your leisure if you wish.

Please note the date your website service's started with us, so to make sure you have money available in your banking account or credit card, if using any banking Direct Debit, or other automated forms of pre payment's.

We have a policy that ALL on-going services are to be paid in advanced. This applies to domain name registrations, domain hosting paid annually, Bi-Annual Website/Domain Maintenance packages, paid annually or Bi-Annually, and nameserver domain fee's which are payable quarterly by default. Any client can elect to pay their nameserver fees bi-annually or annual to save on paper /green resources, discount of 10%, if they wish too.

Due to the nature of the internet business industry, there are high levels of unpaid account's, much like overdue video's/DVD rentals in the 90's, so to combat this, many good website service provider's, have an automated billing system, that is automated to the point of suspending a service temporarily if any charges are not paid on or before the due date on your forwarded invoicing.

So we ask all client's to be pro-active in their website account keeping. Our supplier's have the same policies in most cases with us, so this is the main reason for all client payments being made to AAMMS in advance.

Non Renewal Of Any AAMMS Services

Unless otherwise provided to us via fax or email in writing that a service and/or services you have with us, are no longer required from AAMMS, your services will continue to operate as usually done. You will be automatically billed as usual, even if your domain website is maintained by us, because we have no control unless otherwise given approval, to change any settings to your Domain Registration detail's, thus we do not know unless there is a data centre malfunction, or any website content updates are asked to be applied, whether you still have your website nominated/pointed to our ns1 or ns2.automotivechannel.net nameserver's from your authorised domain registrar (unless provided through TPP Internet), or not.

Writing must be provided to us no later than 14 days before your service is to be renewed and paid for, otherwise we pay our suppliers for any services if required.

WE STRESS THIS TO ALL CLIENTS TO AVOID SERVICE SUSPENSION, OR RECEIVING CHARGES FOR ANY SERVICES YOU DO NOT WANT TO CONTINUE WITH AAMMS.

Most customer's do not cause us, any business, legal problem's or other, but due to experience's seen when a new client come's to us for help, regarding a dispute from a customer not having a full and complete Terms and Privacy Usage policy attached to their customer's website, if you have not got your "T's and I's crossed", right from go, nobody has a complete understanding of their obligation's to each other, which eventually, can cause misunderstanding's. We are a website - internet service's business and do not want to be in a position to clarify our service's to a customer after the fact in 1 or 2 year's time.

In saying this, we appreciate your understanding in our straight forward approach, to give you full and complete information, protection of your continued service's day to day, regarding our personal or business relationship.

Uptime

The guaranteed up-time for network services is 99% of each month active. Your Data Security Information [Click Here](#)

Support

All support requests are handled by our support ticketing system, found [HERE](#), and will be handled as soon as possible, target time to action all support requests is within 30 minutes, but depending upon urgency up to 24 hours.

Please list your support requests wisely, use high for high level support, and likewise, low for low level support. This allows a fair system to operate for all clients.

We do not handle any support issues over a phone line, unless it is used by a support staff member contacting a client back themselves.

Requests for software upgrades and or installation of new software packages will be processed as soon as possible, usually within 2-12 hours of submission, or depending upon which support maintenance package you have in place with us..

Target time to complete full domain registration and delegation requests is within 2 working days of order placed, and receipt of cleared funds. But usually your domain can show up in less than 24hrs.

Performance

All Network services are continuously monitored to ensure rapid response to any faults, which may occur. Monitoring is carried out on all primary services. Monitoring feedback is provided to technical support staff via email and paging services 24hours, 7 days. If required, ask us for details of one of our client's to hear and be told of the fast and quality service we do provide day to day. Most needs are finished on the same day, within 2 hrs of any ordered service other than a complete website.

Service Level Guarantee

The service level guarantee will be measured by AAMMS-MTA and is based on the up-time. If AAMMS-MTA determines that primary services were unavailable for period exceeding the maximum allowable under the prescribed up-time target, and extending for a continuous duration of 1 hour or more per instance, upon the customers request, AAMMS-MTA will credit the customers monthly invoice the prorated charges of one (1) day of the AAMMS-MTA services fee for each consecutive hour, up to a maximum of 30 days per month. To receive credit if this guarantee has not been met, the customer must contact AAMMS-MTA within 30 days of the end of the month for which credit is requested.

Scheduled Outages

Scheduled outages: From time to time upgrades to hardware and or software may be required, such upgrades will be performed outside of business hours. The client will be notified as far as practicable in advance of such upgrades. Scheduled outages under normal conditions should not exceed 10 hours per year. Under normal conditions the client will be advised via email and or telephone no less than 12 hours in advance of any scheduled outage.

1. Online Design Quotation Order Form

Start the ball rolling by filling out our online quote design form located at the bottom of this page. The information you provide will allow us to first of all contact you, then begin designing your personalized designed product required. The more you tell us, the better grasp we will have of your marketing goals and the designs you wish to project with your new visual identity.

Most of AAMMS's designs are 100% original and personalized - we don't use clip art or recycle previous designs in the first part. So we need to know as much about you - about your business, your tastes, as much as possible. We do however hold around 5000 template designs of all types, colours & formats of designs that you may wish to use as a base which in most cases speeds up the design process. It's all up to what you want.

2. Processing Your Order

AAMMS requires an initial down payment of 50% or a less agreed amount, which can be paid by credit card or through Internet Banking. The deposit is a prerequisite for design work to commence. No deposit for website work will be less than \$500.00 AUD to cover bare costs. We will send you a confirmation e-mail upon receipt of your order and payment. If we have any questions or require additional information, we'll get in touch with you. Once we have all the information we need, we'll begin designing your product required.

3. Your Initial Designs

Your first design drafts will arrive within 3 -90 business days following your order (generally within 30 days), depending upon what type of designed web project you require and how big of course. During that time our designers will be busy researching your market and competition, holding creative discussions and brainstorming, and sketching multiple preliminary designs of your business product design.

The best designs will be approved by our art director and sent to the e-mail address specified in your quote submission form, or to the person or person's nominated to approve the designs. Evaluating the drafts is a very important step in the design process, so please take all the time you need for this, it just depends on your part how urgently you require your website up and running.

Customers Please Note: After a period of (2) two month's has expired from AAMMS receiving the initial project deposit, and after AAMMS has performed all stage's of project design commencement's such as (account creation, hosting for project setup, nameserver setup) and the project customer has still no design approval's evaluated or project completion date's set with AAMMS, AAMMS has the right to terminate the project, provided in writing to the project customer. An early project 75% termination fee would apply. (See Payment's - Clause No 4)

4. Design Revisions

AAMMS top priority is to provide you with a sound and appealing visual identity which will ensure the success of your marketing efforts, as reflected by the immediate growth of your sales and profits.

Don't hesitate to request changes at this point in the process - our initial designs may have given you some fresh ideas, and these could lead to a change in the design direction. We will be happy to revise the design if you feel the revisions will maximize the positive impact on your customers. AAMMS does not charge for a second design revision during the design process stage. If however, you still wish to make any revisions after that, it would be classed as an intermediary add-on to the initial costing's.

5. Design Approval

When you give us your approval in writing, or sometime's verbally, or either by email, post or fax, we can send you an extensive set of standard graphic formats of your new designs if asked for. This set includes files for desktop publishing,

professional printing, for use on the Web and in TV commercials (if video), and much more. If you need any other formats we will prepare and deliver them to you at wholesale rate charges. Please note that all media must be returned to our offices upon non-renewal of licence's.

6. Hosting Charge's And Information

All our web design's are included our minimum 24 mths data centre hosting package. (Payable separately, and payable annually).

Upon the second year cycle ending, your hosting will be automatically billed and emailed to you, at our normal website hosting rate.

Customer's Please Note:

RENEWAL PAYMENTS AND REGULAR PERIODIC PAYMENTS FOR HOSTING OR NAMESERVER CHARGE'S, MUST BE RECEIVED BY AAMMS OR ARRIVE IN OUR ACCOUNT ON OR BEFORE THE DUE DATE ON YOUR INVOICE, OR THE ACCOUNT WILL BE AUTOMATICALLY SUSPENDED AND WILL INCUR A \$25 AUD REACTIVATION FEE.

We do not like to have to do this but in order to maintain the prices we offer it is not viable for us to have staff chasing overdue accounts, so it is all automatically done for us by our account's software.

All customer's understand that after the 24 mths period has elapsed, they have the option to transfer their hosted site to another carrier if they wish too for a agreed cancellation fee of \$250.00 AUD. (See also Payment's further below).

This fee applies to the copyright transfer fee found in the Copyright section. AAMMS agrees, not to at this time also, increase the customers fees or charges by more than 5% of current prices being paid by the customer.

Content Ownership

1. AAMMS (Australian AutoMotorMart Systems) ABN 57 870 522 040, called herein AAMMS, agrees to sign over all rights associated with ownership and usage of content materials developed by AAMMS for internet or associated needs, to the customer upon receipt of final payment for the services rendered from AAMMS, for a licence period being of 24 mths, and is automatically renewed unless otherwise stated in writing by the customer before the licence is due for renewal. Every invoice sent to a client advises the client to check the Terms located on this page and to fully read there obligations with us. The licence covers, (a) hosting & nameserver charge's, for a minimum of (24) twenty four month's, starting from account activation date, (domain names that are registered to or leased by AAMMS, AAMMS website control panel content, AAMMS web server access), graphic material designed by AAMMS for the said customer, all provided by AAMMS and/or it's agent's, or third party suppliers. See below for further details also.

1. (a) Licence does not cover materials that are provided by the customer to AAMMS, they remain the property of the client.

2. Until that time AAMMS retains and reserves all rights to alter any content created by AAMMS as set forth by the Copyright Laws of Australia & The World, and the Digital Millennium Copyright Act, or any other copyright acts in effect and applicable by law .

3. Once full payment has been received by AAMMS, all rights to the final product content, full and unrestricted use, will be released to the customer for use in all media and in all markets, for the paid licence period of time.

4. AAMMS retains and reserves the rights to use any and all content developed by AAMMS or provided by the customer, regardless of licence given or ownership, for AAMMS display recommendations and/or self-promotional purposes at anytime, but at NO times will AAMMS use any material on another customer's website during the licensed period unless other wised asked for, or is a corporate owned material used for all corporate agents of.

5. All domain names and content that is provided by, or is owned and/or registered by the customer when acquiring the services of AAMMS design, hosting or other, remains the sole property of the customer at all times, and the customer gives full permission for AAMMS to use this content during the 24 month licence period or longer, and/or until written termination has been received as per the customers instructions as indicated earlier above, solely for the purposes of the customer's needs. Fee's & charge's or usage rights of any customer's content provided to AAMMS would still apply regarding non-payment of fee's or charges that may be applicable.

AAMMS Content Ownership

Ownership of domain names, website templates, template flash script coding, or AAMMS Control Panel content & functions that are registered, administered or owned by AAMMS, and have not, or are not being maintained, administered or registered by the customer or other third parties, remains the property of AAMMS and is licensed for use by AAMMS to the customer until AAMMS services are no longer required by the customer. At no stage does the customer hold rights of ownership on these included items or services. Projects using any open source applications or coding, are provided as per sources GNU/Public licence's, and must be adhered too by the customer. AAMMS is not responsible for any licence breaches, that maybe made by the paying customer/and or the website user during anytime of their use of the finished product material, that has NOT been an approved and/or incorporated part of the website material, and does not fall under the licensed material originally added by AAMMS.

Transfer Of Ownership Rights

1. If a customer requires to have unlimited access to DNS (Domain Name Server) information and/or full usage rights to a domain name that AAMMS, it's agents or third parties has registered rights to, or wishes to have the domain name hosted by a different party other than AAMMS hosting services, all outstanding fee's would need to be brought up to date and/or fully paid, and a transfer of (registered user) fee would apply, and a transfer fee would need to be negotiated directly with AAMMS regarding a website service's transfer.

This must be made in writing no less than 14 days prior to any transfer, otherwise normal fee's apply.

2. The customer would then be given domain name registry key & password information, and required to be responsible which would include all aspect's to maintain the domain after the transfer fee has been paid in full, including any payment's of website renewals etc.... Normal nameserver services fee's, would still apply.

Payment's

1. Upon receipt of a completed order form or verbal agreed web content and costs, AAMMS will secure a down payment of an amount equal to one half of the total order, or an amount agreed upon between the client and AAMMS, whether verbally or in writing, which will cover expenses including, but not limited to, the following: order processing; creation and development time; intellectual and proprietary materials utilized in developmental stages.

The initial fee is compulsory, non-refundable and does not include final licence usage rights, which will be released upon receipt of final payment. It also does not include project termination fee's if applicable. The customer's final product will be made available and full usage rights will be granted upon final approval and payment, or when the customer's licence of services has expired and/or has been automatically renewed with AAMMS.

2. Should the project scope be expanded during fulfillment of the initial order, AAMMS may secure intermediary payments of an amount mutually agreed upon with the customer, but not exceeding again one half of the additional purchase amount. Intermediary fees are non-refundable and do not include final payment or usage rights, which will be released upon receipt of the final payment if applicable under licence requirement's. It also does not include project licence termination fee's if applicable.

3. Upon the customer's website project being completed to the point of all web pages being graphically completed, with only the applying of operational links for the web design navigational system's to work smoothly, AAMMS will will secure the final payment. Only upon final payment being received, the customer at this point can browse the design, and if required, changes can be made or edited with the customer's own text to complete the whole package. Customer's can also if required, ask for changes of any text structure, and must do so at this point for a revision to take place at no extra charge. Upon receipt of this final payment, all rights to the final product, full licence and unrestricted use, will be released to the customer under a 24 month initial minimum licence for use in all media and in all markets, including, (domain names that are registered to or leased by AAMMS, AAMMS website control panel content, AAMMS web server operations & functions or any website template script coding), all provided by AAMMS and/or it's agent's, or third party suppliers, or until the customer's licence of services has expired with AAMMS and automatically renewed on a serviced normal billed period or notifying us within no less than 14 days of service due, cancelled in writing.

4. The customer can choose to terminate his project/wanted services with AAMMS at any time, by insuring they adhere to the following needs AAMMS requires due to AAMMS paying for services to datacentre's or other providers needed. For a project to be terminated, the customer must, without exception, notify in writing via confirmed email or post mail, that a termination is required by the customer before a termination can take effect, (other than sought by AAMMS due to a customer's non-performance - See No 3 (Your Initial Designs)

We require the exact date and time the termination of the project/website content, not less than 14 days, to the applied services renewal date falls, of any services provided, or any operation's and service's that are currently implemented, to be implemented, and/or take full effect.

We must get notification in writing due to any legal process that may be executed on AAMMS anytime in the future by the customer, for reasons of but not limited to, non-performance and/or supply of service to the customer if ever it was to arrive.

A project early termination fee will be calculated, being 75% of the total remaining project or 50% of full maintenance service's amount that was payable to AAMMS upon completion of the project or service's, as agreed either in (writing or verbally upon initial order) by both parties. This is to cover any lost revenue's that AAMMS may incur, in not being able to either pre-book other projects or service's that AAMMS could have accepted in this project/service's period, or any charge's AAMMS is charged for by any sub-contractor's that provide our services out of house, or out of usual business hours, 24 hour maintenance/monitoring service's, or other, at the customer's website server based used secured datacentre. The total amount also include's all project cost's, such as design, hosting, nameserver & licensing fee's, and any maintenance fee's lost if these fee's are applicable to the customer's agreed project. Total service fee's (hosting, nameserver fee's, & maintenance), are only calculated to a 12 month total period, and do's not exceed a full 12 month serviced period. For example, total remaining annual project cost's & fee's are \$1000 dollars AUD, total project termination/lost revenue fee is \$500.00 AUD. The customer will retain no rights to any of the design work AAMMS has completed thus far on their behalf, and AAMMS will retain full ownership of all work completed on the agreed project and/or agreed project's. After a termination fee has been paid, no other fee's are chargeable to the customer.

If the client wishes at anytime within 2 years, (24 month) period to renew services once again, standard activation charges would apply only.

5. Upon AAMMS forwarding a Invoice to the customer who has engaged the services of AAMMS, or has purchased products that AAMMS sell's, the customer agree's to pay AAMMS on time and when the invoice due date falls. If the customer fails to provide payment to AAMMS for the total amount billed by the invoiced due date, and after AAMMS has sent to the customer a invoice and is overdue from the invoiced due date, a \$25.00 AUD late fee may apply if deemed an on going problem (more than 3 times), and/or AAMMS may suspend it's service's (including any other service's /website's in AAMMS's control if multiple website's exist) to the customer, and/or try to recover (only costs or charges incurred after initial payment of design content work has been made) though all mean's available to AAMMS, of the full invoiced payment or payment's in debit, including the late fee, any termination fee's if applicable, plus any additional costs associated with the recovery of these funds, that is lawfully allowable in the state of NSW, but not limited to other states, countries or jurisdictions. Full payment of all outstanding overdue payments must be cleared in our bank, before any services are reinstated.

The customer by way of placing an order, whether on-line, verbally, emailed, faxed or in writing to AAMMS for any of our services or products that we offer for sale, the customer by way of using these supplied service's from AAMMS, and continues to use these service's after their first deposited invoice or more than five days after activation, agree's to fully abide by these payment terms herein in full integrity.

It is understood that all customer's agree, and have been informed each time the customer is supplied and in receipt of a AAMMS invoice at the invoice bottom notices including;

- a. the initial deposit, and
- b. each time thereon when forwarded a invoice being supplied for AAMMS service's, customers are advised to read our term's webpage by web address provided, our Terms Of Service, Terms Of Use and Privacy Policies, as stated at the bottom of each tax invoice supplied, on a regular basis, to check for any recent update's it may contain (last date listed in Terms Of Services webpage bottom end), so to make sure by these means to inform the customer regularly reads all of AAMMS's current/up to date, terms of services and privacy policies.

If the customer does not agree with our payment terms and after reading all term's covered/listed within the Terms Of Service's webpage, or for any other reason, the sole and only remedy available to the customer, or that is applicable and fair to both the customer and AAMMS, and by any law, is to NOT order or purchase internet based design project's or service's, from AAMMS available for sale, whether being a free, charged for service item, a charged fee, charged maintenance service's or content under Public licence/GPL/GNU based service's..

Remember, you must terminate your service's with us, for us to take the action's required so you DO NOT receive added automatic renewal cost's to your website or service's. It is your responsibility to change, pay when due, your registration details for your DOMAIN NAME with your registrar, if your domain name has not been registered through our certified register, and not organized by AAMMS from when your domain name was registered. In these's case's, we DO NOT have this information on hand to do it for you.

Simply, AAMMS can keep track of services purchased via AAMMS, but not via any other internet provider due to privacy laws. If you are confused, worried or need more information, please send us an email [HERE](#).

Nameserver Fee's, Website Maintenance & Design Update Charges

1. Normal hosting fee's apply to all domain names & website's hosted by AAMMS, and are available annually. (Can be paid quarterly if financially needed. Ask us!)

A nameserver fee of \$12.00 AUD per month applies on all customer domains serviced by AAMMS, and is only payable quarterly.

Website's that have a Maintenance Fee charged at \$20.00 AUD per wk, are maintained by AAMMS for a client, that includes server kernel updates, 24/7 support helpdesk, outages, system software upgrades and updates, and are also charged separate to all hosting fee's. This fee is not included in any AAMMS hosting packages, that are paid on a 12 monthly basis only. All other website design & associated cost's are separate to these fee's. Updates DO NOT include any website structure, text, scripts or imaging updates. These's types of updates are charged at normal design charges, approximate at \$90.00 AUD per hr, but maybe higher or lower depending upon the jobs specifications.

Nameserver fee's are charged quarterly in advance, and all maintenance fee's are charged bi-annually in advance, from the 1/7/2006, unless otherwise indicated on your invoice.

We DO NOT pro-rata any website fee's other than hosting in some special circumstances (death, natural causes etc) if asked for.

Serviced Website Maintenance Fee's, are only bi-annually or annual. This is due to AAMMS having to pay sub-contractual supplier's beforehand. So simply, if you ask for maintenance service's on 1/1/2005, and wish to cancel your service with us on the 3/1/2005, you will still need to pay a bi-annual fee in full for period 1/3 to 1/6 (6 month period).

We do not provide Website Maintenance Fee's on a 1, 2 or 3 month basis, so please do not ask and be disappointed.

Non Payment Of Fee's Or Charges

1. Server hosting usage rights however can be suspended at anytime by AAMMS if the the following occurs;

a. A website being hosted by and/or domain name which is registered, administered and under use by the customer from AAMMS, domain names, web content or templates owned and/or registered by the customer, and the customer fails to meet any on-going payment of fee's or charges that apply, written confirmation of your request for termination of any service's, on time and when due, and after being given notice by way of a invoice emailed or faxed to the customer.

AAMMS retains all rights not to supply web content or hosting services via our server's , until all overdue fee's or charges are brought up to date.

Turnaround

Revisions are made within 1 day usually, full sites between 2-60 business days, depending on the type of service or product ordered. The final product and/or services will be delivered by electronic means within these periods upon receipt of final payment, for website to go live, or upon receiving all client website material needed to implement the website's functions correctly. Account holders are as per their account net in days.

Trademark & Copyright

AAMMS provides no guarantee of copyright to the customer. The customer assumes responsibility for obtaining Trademark or Copyright for any material given to AAMMS to use, or asked to create by the customer. AAMMS assumes no liability in the event that a customer is unable to obtain Trademark or Copyright for the given material for any reason. (See Our Copyright Terms In Depth Here)

Website Support, Maintenance & Servicing

1. After AAMMS has setup your web or computer system, and your system is fully operational, all online or onsite support work is billed at \$60.00 per hour, with a minimum time of 2 hours applying for onsite callouts (Syd Metro Only) and graphical updates, and a minimum 1 hr charge otherwise.

Support requirements that are needed due to the actions of AAMMS, or any faulty hardware, software provided by AAMMS is of no charge to the customer.

It is the customers responsibility to add regular domain /email addresses to their white/blacklists, on their email account settings, and make regular deletions of mail messages or attachments, and also have activated a virus prevention system to help prevent any server contaminations to our servers, if they are operating their website without a Bi-Annual Maintenance Package with us. Customer's should have an IT employee with sufficient knowledge nominated to keep in

check all website account control matters on a daily basis, (as stated in ours/your control panel news feed), as it is very important that your account on our server's are running at their optimal levels. Like most things, website's cannot run without proper maintenance provided to them.

Customer's whom have a support/maintenance package in place with us, need not to perform these requirement's. (See below)

2. AAMMS provides a couple of support subscription packages however for a period of 6 or 12 months, which are available for purchase in our Online Shoppe. These options are flat fee options which give's you unlimited amount of hours of total support including, repair of software modules, virus removal, server clean, lost information retrieval etc. When calculating the prices of the packages into hourly support (8 hrs), it's quite a good option to consider for \$960.00 for 12 mths. The AAMMS Maintenance Package (\$960.00 for 12 mths, paid Bi-Annually @ \$480.00 AUD) also includes support for your website systems, update's to name server software, full monitoring of your website & mail server's under customer's written or verbal approval. This service is handled by our datacentre staff and us. Check with your rep for full inclusion's of package.

3. Support is not offered via telephone. Any support must be on a submitted helpdesk support ticket, or order basis, with a support ticket lodged for execution at <http://www.mtaustralia.com/cpsupport/>.

PLEASE DO NOT SEND SUPPORT REQUESTS VIA AN EMAIL ADDRESS YOU MAY HAVE!

Payment for support is solely payable via our On-Line Order forms, either by hours or maintenance packages just mentioned earlier. Click on Subscriptions & Fee's to make your payment. Customer's who have an account manager can make arrangement's with ordering direct on approved term's.

Only AAMMS authorised support staff are allowed access to any of our server's for support issues, whilst the customer's website is hosted by AAMMS.

Website User Control Panel

As found on your control panel news feed, is the following information below;

All Users, PLEASE READ THIS INFORMATION BELOW CAREFULLY,

Remember, "ONLY" Employees Who Have Been Trained To Use The Control Panel, SHOULD AT ALL TIMES Only Use It. THE "ONLY" Features Employees Of The Website Are To Use, Is Solely The

MAIL, WEBMAIL, WEB/FTP STATS, SERVICE STATUS, DISK USAGE Or SUBMIT A SUPPORT REQUEST.... Icon Functions.

Please Book Though Your Website Account Rep For Any Control Panel Features You Would Like To Have The Use Of.....

NO FURTHER NOTICES WILL BE GIVEN To This Matter.....

1. Each customer can register their details to access our 24/7 support form tickets, and the customer eClub to receive up to date AAMMS information or special offers only available to current AAMMS customers.

2. It is the customer's responsibility on a regular basis, to check the AAMMS Support clubhouse (as we detail in our emails sent to your nominated email address when first becoming a AAMMS client) to check for any important updates such as virus alerts, server outages and pricing changes if any, as we post all this information each week in this location. The clubhouse link is located for easy viewing on www.motordealersonline.com website's dashboard, in which you can click on the text link (eClub), for immediate access 24/7, 365 days a year.

IF AN ALL OUT OUTAGE SHOULD OCCUR FOR ANY REASON BEYOND OUR CONTROL, CLICK HERE FOR EMERGENCY CONTACT WITH US

There is a more detailed information eBook about our website usage terms, disclaimer's and privacy policies located by clicking on the text below if required.

Our Guarantee To You (Other Than Initial Design Work & Web Design Deposit's)

1. AAMMS guarantee's it's work. If a customer is not satisfied with any work conducted by us, or any sub-contractor we employ to do the job, we will refund your money in full, (except initial deposit's made for any work conducted by AAMMS), only if you inform us in writing within 7 days of the work being completed and delivered to the customer to use. All material will then be obtained back from the customer, and become's the intellectual and proprietary property of AAMMS, and cannot be used in anyway by the customer without written approval by AAMMS. AAMMS will also rectify any

design fault's at no charge if it is a fault or irregular standard of workmanship by an AAMMS employee, sub-contractor, agent or other third party used by AAMMS, if the customer within 7 day's of the product or service having been delivered and paid for, contact's AAMMS and inform's us of the fault..

Including Sub-Contractor's Service's

3. From time to time, AAMMS seek's the service's of sub-contractor's to forfill the work of a specialised internet design product or service. It is our guarantee to you also, that within 14 days of the product being used by the customer, or a specific time period in writing, we will agree to offer you a full refund of monies', (except initial deposit's made for any work conducted by AAMMS, hosting, nameserver or maintenance fee's) if you are not satisfied with the following;

a. the product or service which was agreed to be performed either verbally or in writing which was conducted by AAMMS or by the sub-contractor/'s AAMMS have used to complete the said work, is failing. AAMMS will always' back it's endeavor to provide quality workmanship from whoever AAMMS use's in it's internet design service's, or data centre facilities'. 4. If you have had a service, product and the above applies', (3a) AAMMS will in most case's, or if in writing, agree to within two business day's, to start the commencement of a refund to be processed to the customer. The customer must provide to AAMMS in writing first, that a refund is wanted, and for what reason's. Upon AAMMS receiving this, either by email or faxed, we can then start to process your claim of refund, which take's approximately 21 days to process, and for you to receive via your banking detail's provided to us by the customer, or by post if requested.

Please VISIT this page regularly for any update's as indicated from the date below, as no other notice's are given other than when invoiced.

Last Updated On 1/01/2007 (Payment Structures For Fee's)