



PASSIONATE ABOUT WEBSITES (PTY) Ltd

TERMS & CONDITIONS

Throughout this Terms of Service/Terms and Conditions document, reference is made primarily to Passionate about Websites (PAW) and, sometimes sellrite.online (SRO), but all, specifically payment arrangements, apply to the companies mentioned below, where applicable. For this document, PAW will refer to Passionate about Websites and any of its associated affiliate companies, and client/clients will refer to any party with which PAW conducts business. The services and Terms and Conditions/Terms of Service of PAW, SRO, Websites 4 Africa (W4A), PAWZETTE (PWZ), Passionate about Banners (PAB), Mailbox4Me (M4M), PAW Chat (PCT), and Remote Proactive Care International (RPC) are as follows:

1. PAW does not require clients to sign any agreements, as we are a digital company and strive to eliminate old technologies. However, any client or potential client entering into a conversation with us, making a payment to us, or any gesture agreement to cooperate with us, agrees to and will be bound to these Terms and Conditions.
2. Clients must understand the difference between the products on offer by PAW:
 - PAW specialises in web development and uses a flexible theme and only free plugins to enable a fully functional site developed in the shortest time possible, and at the most affordable price.
 - SRO specialises in enhanced, custom e-commerce and marketplace solutions, and projects may take a longer time to complete, depending on the requirements of the client. Fixed bundles of hours are pre-purchased, and additional hours, if required, can be purchased. Additional themes and plug-ins will be quoted on and will not be purchased until payment has been cleared.
 - PAB services the banner advertisement displayed on behalf of the clients of PAW on other websites and places the advertisement on the websites of participating clients. One does not have to have a website with PAW or SRO to have banner advertisements displayed, as a paid service is available for this. Also, website clients may have their banner advertisements displayed on participation sites without hosting advertisements on their sites, as a paid-for service is available to them.
 - M4M specializes in setting up unlimited, domain e-mail accounts for clients only, with the option to migrate to websites in the future.
 - PCT is the primary communication tool used by PAW to email clients, potential clients, and lead generators. Clients of PAW and SRO may also make use of this service through PCT if they wish. Alternatively, PAW will provide existing clients with the contact details of these service providers if they wish to deal with them directly.
 - RPC is a service PAW established to assist clients with remote service and diagnoses of their Windows 10 and Windows 11 PCs. PAW connects remotely to the device of a client, runs preventative maintenance tasks, compiles a report, and makes suggestions (if any) on how clients may improve performance on their devices.
3. If a client does not have a domain yet, PAW will register and pay for the domain – this is included in the setup fee, and annual renewals are covered in the monthly fees. PAW will also pay the annual domain fee, provided it is a co.za, org.za, net.za, web.za, or com domain. PAW also registers other domains, but there are additional setup fees and monthly fees attached to that, and information about additional domain fees can be obtained by sending an email to webmaster@passionateaboutwebsites.co.za.
4. If a client has already registered a domain or hosting set up with another service provider, the client will have to change their hosting to PAW, and PAW will assist to the best of their ability with a transfer. Unfortunately, as the client is the registered owner, this will remain



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- their responsibility. Clients may keep their domain renewals and email functions with their current host if they wish, and only point their website to the servers of PAW.
5. PAW will host ALL websites on their servers without exception.
 6. PAW runs websites on WordPress ONLY.
 7. PAW specialises in e-commerce and ONLY uses WooCommerce for that. PAW's standard e-commerce solution is aimed at a single shop, single user, with no additional paid plugins. If clients wish to implement, for example, a marketplace, the services of SRO will be required, where additional paid plugins will be invoiced for.
 8. PAW implements [PayFast](#) as a payment solution for clients in need of an online payment solution. PAW may also implement Yoco or iKhokha if clients prefer.
 9. PayFast is also the only payment solution PAW makes use of for receiving payments from clients. PAW will not accept cash or EFT payments. Some clients have the banking details of PAW and are making use of EFT payments. Such clients are invited to request PAW to make a PayFast payment link available to them, so they do not have to be subject to the strict rules PAW imposes on clients not paying via PayFast.
 10. There are some things PAW DOES NOT DO. None of the below services is the forte of PAW. PAW knows enough to also know that clients will find someone better to do this for them.
 - PAW does not integrate WooCommerce shops with Facebook and Instagram shops anymore. Meta has changed their requirements regarding this, and it has become extremely hard for non-specialists like PAW to do these integrations. Even though PAW successfully integrated these shops before, PAW now leaves this to the specialists. PAW will assist Facebook and Instagram experts of clients in adding linkage codes to their recommended plugins where needed.
 - PAW does not do graphic design. PAW will refer clients to a graphics designer if they need to have any graphics work done.
 - PAW does not do social media marketing. PAW hires professionals to do their social media marketing.
 - PAW does not specialise in SEO. PAW understand the basics and even installs tools on the websites of clients to assist. PAW will refer clients to specialists in this field should they be interested.
 - PAW does not integrate API functions. We will give the programmer you hired access to your site at your risk.
 - PAW does not integrate AI functions. We will give the programmer you hired access to your site at your risk.
 11. In case of non-payment of initial fees, and PayFast cannot recover the payment of clients, PAW will not continue with any work on the site of client. PAW will deem this as a cancellation from the client. If any work was done all will be deleted (including any backups) and should the client decide to make use of the services of PAW again, all repeat work will be charged for at an hourly rate.
 12. It is not the responsibility of PAW to remind clients to make payments on time. It is the responsibility of clients to pay their dues to PAW in time.
 13. Clients receive invoices each month via email. In the email clients receive, there is a link with a password to log into Sage to view statements and transactions. Should clients have any queries, they are welcome to address them with PAW within 30 days after receiving such invoices.
 14. PAW expects clients to pay in advance for services rendered, as the service providers of PAW expect PAW to pay in advance for their services rendered.
 15. Effective 1 April 2024, PAW will accept payment via PayFast payment requests they email to clients, or PayFast checkouts on the websites of PAW. PAW will not accept cash or EFT



payments. PAW will not provide banking details to clients anymore. PayFast payments are the preferred and only method used by PAW for receiving payments from clients. If clients attempt to make a payment through PayFast and fail, clients must check with their bank to ensure their account is enabled for online payments or that the bank has issued the client a card that allows the client to execute online transactions.

16. Where a client refuses to pay using PayFast, all EFT payments for the month to clear (POP only will not suffice) into the bank account of PAW on the 1st of each month. PAW thus suggests clients pay their dues at least two to three days beforehand or make use of immediate payment solutions. If payment is not received by COB on the 1st of the month, the site and email accounts of a client will be disabled on the 2nd of the month or as soon as possible thereafter.
17. Where a client refuses to make use of PayFast and a payment is reflected in days 2-7 of the month, it will be seen as a late payment, and a penalty fee of R100 will be charged for the first late payment. If any amount is outstanding, no matter how small, a disabled site will not be reinstated.
18. Each time a client not paying through PayFast makes a late payment in days 2-7 of a month, PAW will increase the penalty by R100 at a time, thus R100 for the first late payment in days 2-7 of the month, R200 for the second late payment, etc. If any amount is outstanding, no matter how small, a disabled site will not be reinstated.
19. Where a client refuses to make use of PayFast, and a payment is reflected on days 8-28/29/30/31 of the month, it will be seen as a late payment, and a penalty fee of R200 will be charged for the first late payment. If any amount is outstanding, no matter how small, a disabled site will not be reinstated.
20. Each time a client not paying through PayFast makes a late payment in days 8-28/29/30/31 of a month, PAW will increase the penalty fee by R200 at a time, thus R200 for the first late payment in days 8-28/29/30/31 of the month, R400 for the second late payment, etc. If any amount is outstanding, no matter how small, a disabled site will not be reinstated.
21. Where a client refuses to make use of PayFast, and any amount is outstanding on the 2nd of a month following (thus has an account in arrears for more than one month). The account will be disabled permanently, and you will not be a client of PAW anymore, and never will be again.

PLEASE NOTE: Should a client make a payment after an account has been permanently disabled to remedy the situation (aka "sneaking in through the back door"), they will forfeit their money as PAW has a NO REFUND Policy.

In short, PAW will not tolerate non-payment or late payment from any client.

22. Where a client pays via PayFast and falls into arrears, PAW will reach out to the client to correct the situation. This usually happens when the card of a client expires, and the client forgets to update the new card in their PayFast account, or a card was cancelled after it was stolen, and the client has not updated the new card details in their PayFast account yet.
23. ALL packages will have the branding phrase and links of "Made with love by Passionate about Websites" or "Made with love by sellrite.online" at the bottom of all websites. However, this may be removed (not replaced) at an additional fee of R100 per month per site. The option to remove branding is not an option for barter clients or charity clients.
24. Should clients run out of hosting space, PAW will automatically increase the space allocated in 1GB increments. When this happens, clients will be notified via e-mail, and should the clients not respond to accept or rectify within seven days after PAW sends the client an e-mail, the billing amount will be adjusted automatically during the next cycle. PAW automatically adds 50% to this space for free to allow for backups to be completed. Should



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- backups fail due to a lack of space, PAW will also upgrade the account and inform the client via email, after which new fees will become payable in the next month.
25. PAW sites are designed to trending, modern, and functional standards. They are responsive, based on a modern theme, but with different sections in it to enhance the browsing experience of cell phone users, 80%-90% of the expected visitors. PAW DOES NOT do "x-page" sites, as PAW provides clients with a much better, functional, and smart solution. There are many examples on the website of PAW of the type of sites PAW can provide the client with. It is the responsibility of the client to ensure they know what PAW can help them with before the client makes any payment.
 26. When a client agrees that PAW may open their site to the public, PAW considers the website as completed. Except for backups, maintenance, and minor corrections, the client will be charged at an hourly rate for any other work the client requires after the site is opened to the public. Minor work will be done on an ad-hoc basis for charity and sponsored sites; however, if the requests become excessive and time-consuming, the sponsored site will be invoiced.
 27. When clients request access of any level to sites, it will be granted. However, any damage caused to websites by clients, their consultants, friends, or family members of consultants, etc. PAW will not accept responsibility for it, and the client will be charged for the time spent repairing or restoring a website. We will not enter into any discussions on this, and we will not be obliged to produce proof that it was not the staff of PAW causing the damage.
 28. The owners of e-commerce sites are granted Shop Manager level access to their sites by default. However, any damage caused to websites by clients, their consultants, friends, or family members of consultants, etc. PAW will not accept responsibility for it, and the client will be charged for the time spent repairing or restoring a website. We will not enter into any discussions on this, and we will not be obliged to produce proof that it was not the staff of PAW causing the damage.
 29. The owners of sites running blogs are granted Editor-level access to their sites by default. However, any damage caused to websites by clients, their consultants, friends, or family members of consultants, etc. PAW will not accept responsibility for it, and the client will be charged for the time spent repairing or restoring a website. We will not enter into any discussions on this, and we will not be obliged to produce proof that it was not the staff of PAW causing the damage.
 30. PAW runs regular backups of websites to make sure all is safe should disaster strike.
 31. PAW runs at least one restore test of websites per month from the most recent backup set available to ensure our backups are functioning the way they should.
 32. PAW continuously makes sure updates are run, and security patches are in place to prevent hackers from taking over sites.
 33. PAB runs a banner advertisement program, which PAW encourages clients to participate in - this means PAB will display banner advertisements for PAW clients on participating sites, and banner ads of those sites will appear on the site of the client. PAB always attempts not to run ads on sites with the same services or products as others. PAW clients on books before the end of 2021 received a discount when they participated in this program. This discount to PAW clients will be eliminated in the future to streamline our pricing structures. Effective 1 January 2022, participation in the banner ad program is COMPULSORY for Barter and Charity clients, and a FREE, OPTIONAL service to paying clients. Barter and Charity clients may opt out at an additional fee determined each year.
 34. The affordable setup fees are different for different types of sites, e.g., Essential VS Standard VS Standard E-commerce, and more should the client require a more complicated setup. This can change at any time without prior notification.



35. Annual increases usually take place in January, and clients are emailed the details of their new fees in advance.
36. PAW setup fees cover a minimum of five hours and a maximum of ten hours of work for the initial months' work per Essential and Standard Sites and cover a minimum of ten hours and a maximum of 20 hours of work for the initial month's work for Standard E-Commerce and Advanced E-Commerce sites. Additional work will be charged for. SRO clients pay an initial setup fee (20 hours included), followed by a monthly setup fee (10 hours included) until the site is completed.
37. PAW allows clients of PAW ONLY to pay their setup fees in one, two, or three-monthly instalments. PAW does not offer this to clients by default, but clients may request it if they can benefit from it. However, should the relationship between PAW and the client end before the end of the selected period, the remaining balance of the setup fee WILL BECOME PAYABLE immediately.
38. Monthly fees are affordable, increasing depending on the requirements of the client. This can change at any time without prior notification. Monthly fees differ for essential, basic, and e-commerce sites.
39. No monies are refundable, no matter the circumstance.
40. All payments are required in advance.
41. Immediate notice to end a relationship can be given by either party while a site is still under development.
42. A notice period of one month is required by both parties, and any monies are due to be settled within 30 days of the termination of the relationship. In the case of bartered sites, any outstanding monies owed by either party will become payable within 30 days of the termination of the relationship.
43. When setting up e-commerce sites or indexing sites, a limited number of items will be loaded to assist the client, but once that is done, the client will have to manage their shop.
44. If a client requires PAW to assist them with resolving problems or simply needs more information about the products and services of PAW, the client may WhatsApp (TEXT ONLY) or EMAIL PAW. PAW does not accept phone calls (unless by arrangement), voice notes, video calls, or any other form of communication.
45. Any non-standard plug-ins, software, and themes (themes only in extreme and exceptional cases) the client wishes PAW to implement on their site will be quoted at a marked-up price of the public price and will only be purchased once payment from the client has been cleared. PAW cannot guarantee that these plugins will work or may appear or function the way the client envisages, and no refunds will be given should the product not be used. Clients not accepting the standard features as offered by PAW may make use of the services offered by sellrite.online.
46. PAW cannot guarantee the success of the site of a client. Marketing and SEO of a site are the responsibility of the. However, once PAW completes a site, PAW will list the site with Google and Bing. Furthermore, PAW lists all its clients on its website, creates a small blog entry for each client on its site, and shares posts of its clients on its Facebook and Instagram pages.
47. PAW has compiled a series of tips for success with websites, and non-clients may purchase them from their website. Clients are entitled to a free copy.
48. PAW installs SEO tools on websites, which will guide the client with SEO improvements should they edit their pages and post blogs. PAW makes use of various online marketing agencies, and we will share their information with clients upon request.
49. PAW uses *StatCounter* on all sites. Clients will receive weekly (default) or monthly/daily (client may request different intervals) statistics on their visitors. These stats are not comprehensive, but they will give clients a good indication of the performance of their site.



Based on this information, clients may take steps to increase the performance of their website. PLEASE ENSURE WE HAVE A WORKING GMAIL ADDRESS TO SEND THESE REPORTS TO.

50. PAW goes out of its way to get websites up in the shortest possible time. PAW can get essential and standard websites up in reasonably short periods, from a few weeks to sometimes three months. E-commerce sites may take longer depending on the complexity of the shop and products/services. When PAW takes on new clients, PAW will make it clear to the client when work will commence on a site. Paying customers always get preferential time slots to barter or charity/sponsored sites. HOWEVER, AND FROM EXPERIENCE, most delays in progress come from clients not providing PAW with the information requested, incomplete information, or in a format PAW has to retype (e.g. screenshots rather than text). When this is the case, know that PAW will not be bullied into assisting clients when demanding attention while PAW collaborates with clients providing information timeously. If clients did not respond for any period (days, weeks, months, years) to requests for information, or provided incomplete information, they would fall to the back of the queue and wait their turn. Should a client get stuck on graphics and logos, the client may make use of [NB Design & Print](#) or [CDS Designs](#).
51. PAW sometimes barter with clients where they may make use of services on an ongoing basis. The details of the barter deal and responsibilities for both parties will be discussed and approved by both parties before collaboration starts.
52. All barter deals effective 1 July 2023 will have a portion to be paid and a portion to be bartered.
53. Barter clients will have two accounts with PAW. One will be an account covering the cash portion of the barter deal, and one account will cover the barter portion of the deal.
54. Bartered clients will only be accommodated under the flag of PAW and never under the flag of SRO.
55. PAW will invoice barter clients, and barter clients will counter-invoice PAW as agreed, either a fixed monthly amount or as work is completed per task/project.
56. Where no fixed monthly services are agreed upon, a limit is set for both PAW and barter clients – this is to ensure neither party gets “abused,” or one party has no or limited benefit while the other is the only one enjoying benefit from the agreements.
57. Where no fixed monthly services are agreed upon, barter limits may swing either way, which means that at times PAW may be in credit, and other times the client may be in credit.
58. Where no fixed monthly services are agreed upon, limits for bartered clients will be set for most clients to the value of 12 months' monthly fees charged for web-related services. This may be changed at the discretion of PAW as they learn more about the fees of clients and usage of the services offered by clients.
59. Where no fixed monthly services are agreed upon, and when the barter limit is reached by either party, work must be done, services rendered, or payment must be made to reduce the balance to below the limit.
60. Where no fixed monthly services are agreed upon, and if no payment can be made to PAW from barter clients when credit limits are reached, barter clients will be subject to the same rules as paying clients when payment is not made, and sites and e-mail accounts will be disabled.
61. When services are terminated by either party, any balances on barter accounts need to be settled within 30 days, either by work completed, services rendered, or by payment in cash.
62. Default barter limits for places of accommodation will be set at the peak rate for two persons per night X nine for Gauteng, at the peak rate for two persons per night X 30 for provinces bordering Gauteng (i.e. Limpopo, Mpumalanga, Free State, North West), and peak



- rate for two persons per night X 51 for provinces not bordering Gauteng (ie Northern Cape, Western Cape, Eastern Cape and KwaZulu Natal).
63. Bookings by PAW with bartered clients offering accommodation will be subject to the same conditions as for standard clients, at any rate, and any dates available to standard-paying customers. This means PAW will not get preferential rates, nor will PAW be excluded from booking during peak times. The only exclusion will be when there is an arrangement that the client will be published, in which case arrangements will be made not covered by these terms and conditions.
 64. Effective 1 July 2023, all new barter and new charity sites will pay a Setup Fee of 50% to 100% (the percentage for each site will be determined during the initial consultation), with a minimum fee of R350.00.
 65. Effective 1 July 2023, all new barter and new charity sites will pay a cash component on recurring fees of between 10% to 90% (the percentage for each site will be determined during the initial consultation), with a minimum payment determined annually.
 66. Effective 1 January 2024, all existing barter sites where PAW has not benefited from during the previous 12 months will pay a cash component on recurring fees of between 10% to 100% (the percentage for each site will be determined during the initial consultation), with a minimum payment determined annually. The status of each site will be reviewed in November/December each year, and clients will receive communication on their status for the next year.
 67. Where the owners of existing barter sites do not reply to emails for service, or find excuses for not rendering services as agreed, those sites will be converted to 100% paying sites, and all Terms and Conditions applicable to paying sites will apply to those sites.
 68. Any service providers, be they paid or bartered, who do not comply with original agreements or do not render services, may have their service agreements terminated.
 69. PAW will add clients' cell numbers to a WhatsApp group where PAW communicates urgent messages to clients, and PAW will also add clients to an e-mail distribution group for important announcements. If you leave this group, no excuses for not reacting to important announcements will be accepted.
 70. Work on a client's site will not commence until the initial payment is made. Thereafter, the first monthly payment will take place between the first and seventh of the following month, and future monthly payments will all be synced to the first of each month.
 71. PAW gives some clients INITIAL discounts on their prerogative and for various reasons. No client will be entitled to any discounts.
 72. Where PAW does allow INITIAL discounts, a maximum number of ONE discount will be allowed per client, e.g., Retrenched, Pensioner, NPO, etc. Discounts won during competitions or promotions also may not be used simultaneously with another discount.
 73. Effective 1 January 2027, INITIAL discounts will be reduced by 5% to 10% per year until the full amount is paid, and no discounts are given per account.
 74. PAW does pay commissions on recurring fees in the following manner: The person developing the site and a referral fee to current clients, current developers, and current/registered lead generators (salespersons). Ad hoc referral fees are not payable. No commissions are payable on non-website services, and these include E-Mail ONLY services, Hosting ONLY services, Domain Parking Services, added domain registration fees, added domain monthly fees, or added domain renewal fees.
 75. On request, and at no extra cost, a marketing/sales page will be set up for current clients to enable them to earn referral fees.
 76. Clients of PAW who refer new 100% paying clients (barter, hybrid, and charity clients are excluded from this) will be compensated in the following manner:



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- Where clients have a dedicated “Website Services” page on their website, as in the example at <https://wmad.co.za/website-development/> (appearance will differ in different themes), and they are paying website clients of PAW or SRO, clients :
 - They will receive a commission of 20% on recurring fees for as long as the referred client is paying regularly.
 - Should the referred client make payment after the seventh of the month for that month, the FIRST time, the commission will be lost for that month.
 - Should the referred client make payment after the seventh of the month for that month a SECOND time, the commission will be lost permanently.
 - Should the monthly fees payable by the client be larger than the commission earned through referred clients, the commission will be given as credit to the account of the client, thus reducing monthly payments.
 - Should a client consistently bring in more than five clients per year and their balance reaches a credit amount sufficient to cover the costs of their website for the next twelve months, including a projected annual increase, PAW will pay the client the surplus amount in monthly payments.
 - No referral commissions are paid or earned when the referred client signs up as a barter / hybrid client.
 - Referral fees will be paid at 20% on setup fees when PAW is behind on targets for enrolling new paying clients. These targets are decided by budgetary requirements and revised daily.
 - Should a referred client end the relationship for any reason with PAW and later return as a client, a referral commission will only be payable at the discretion of the owners of PAW.
 - Clients may become developers (Webbies), and/or registered lead generators (salespersons).
- Where clients DO NOT have a dedicated “Website Services” page on their website, and they are paying website clients of PAW or SRO, clients :
 - They will receive a commission of 10% on recurring fees for as long as the referred client is paying regularly.
 - Should the referred client make payment after the seventh of the month for that month, the FIRST time, the commission will be lost for that month.
 - Should the referred client make payment after the seventh of the month for that month a SECOND time, the commission will be lost permanently.
 - Should the monthly fees payable by the client be larger than the commission earned through referred clients, the commission will be given as credit to the account of the client, thus reducing monthly payments.
 - Should a client consistently bring in more than four clients per year and their balance reaches a credit amount sufficient to cover the costs of their website for the next twelve months, including a projected annual increase, PAW will pay the client the surplus amount in monthly payments.
 - No referral commissions are paid or earned when the referred client signs up as a barter / hybrid client.
 - No referral fees will be payable on setup fees.
 - Should a referred client end the relationship for any reason with PAW and later return as a client, a referral commission will only be payable at the discretion of the owners of PAW.
 - Clients may become developers (Webbies), and/or registered lead generators (salespersons).



77. Clients of PAW who bring in new clients through word-of-mouth, or using a “Service Page” as in the above two points, are not necessarily **registered lead generators (salespersons)**, or higher titles, as in the following points. These clients are not subject to the points below, specifically the GROWTH TARGETS mentioned below, and their commissions are also limited to the above.
78. The following referral commissions will be payable to current developers (Webbies), and **current/registered lead generators (salespersons)** who bring in 100% paying website clients (barter, hybrid, and charity clients are excluded from this):
- Lead generators (salespersons) are not geographically bound and may recruit new clients globally. However:
 - New clients **MUST** be able to pay via Payfast, else we will not take them on as clients (they need to resolve the issue with their bank if Payfast does not accept their cards), and
 - Lead generators must provide us with the details of a South African bank account in their name, where we will deposit their earned commissions.
 - Referral commissions on recurring fees are payable at 20% for as long as the referred client is paying regularly.
 - Should the salesperson be a client of PAW and receive any services for free, the abovementioned commission structure will still apply.
 - This commission will be cancelled and not be taken up again should the client miss more than one recurring payment.
 - Where a single payment is missed and later corrected, the developer or lead generator will lose commission for the missed payment/s.
 - No referral commissions are paid or earned when the referred client signs up as a barter / hybrid client.
 - Referral fees will be paid at 20% on setup fees when PAW is behind on targets for paying clients. These targets are decided by budgetary requirements and revised daily.
 - Should a referred client end service for any reason with PAW and later return as a client, a referral commission will only be payable at the discretion of the owners of PAW.
 - **GROWTH TARGETS:** Even if other criteria are met, lead generators (salespersons) must have a net growth of at least ONE paying client per annum (1 July to 30 June each year, effective 1 July 2026). If these targets are not met, lead generators (salespersons) will forfeit any commissions, and their upper management will forfeit any commissions; their relationship with PAW will be terminated, and they will have to reapply should they wish to become a lead generator (salesperson) again. These targets may be adjusted with one month’s notice by PAW to meet operational requirements.
 - Developers (Webbies) may become registered lead generators (salespersons).
79. Developers (Webbies), and current/registered lead generators (salespersons) may become Team Leaders under the following circumstances:
- Team leaders are not geographically bound and may recruit new clients globally. However:
 - New clients **MUST** be able to pay via Payfast, else we will not take them on as clients, and



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- Lead generators must provide us with the details of a South African bank account in their name, where we will deposit their earned commissions.
 - They should have at least one 100% paying website (other products are excluded) client on their pay slip. They will be demoted and their commission structures adjusted if they do not meet this requirement.
 - When appointed by PAW and by mutual agreement.
 - Current/registered lead generators (salespersons) may apply with PAW to become Team Leaders.
80. The roles of Team Leaders and their commission structures will be as follows:
- The basic rules regarding current/registered lead generators (salespersons) and their commissions earned also apply.
 - GROWTH TARGETS: Even if other criteria are met, Team Leaders must have a net growth of at least TWO paying clients (personally recruited) AND at least TWO registered salespersons per annum (1 July to 30 June each year, effective 1 July 2026). If these targets are not met, Team Leaders will be demoted to lead generators (salespersons), and commissions and other benefits will be adjusted accordingly. These targets may be adjusted with one month's notice by PAW to meet operational requirements.
 - They will oversee constant communications, motivate, and advise their recruits.
 - They will pass on relevant information received by their recruits to PAW for further negotiation purposes.
 - When Team Leaders refer new 100% paying website clients themselves (barter, hybrid, and charity clients are excluded from this):
 - Referral commissions on recurring fees are payable at 25% for as long as the referred client is paying regularly.
 - This commission will be cancelled and not be taken up again should the client miss more than one recurring payment.
 - Where a single payment is missed and later corrected, the team leader will lose commission for the missed payment/s.
 - No referral commissions are paid or earned when the referred client signs up as a barter / hybrid client.
 - Referral fees will be paid at 25% on setup fees when PAW is behind on targets for paying clients. These targets are decided by budgetary requirements and revised daily.
 - Should a referred client end service for any reason with PAW and later return as a client, a referral commission will only be payable at the discretion of the owners of PAW.
 - When a recruit of a Team Leader is promoted to a Team Leader themselves, the senior Team Leader forfeits all future commissions earned by the structure of the newly promoted Junior Team Leader (PAW will not pay multiple sets of commissions).
 - When the recruits of a Team Leader refer new 100% paying clients (barter, hybrid, and charity clients are excluded from this):
 - The Team Leader will receive 5% commissions on the recurring fees paid by clients of their recruits for as long as the referred client is paying regularly.
 - This commission will be cancelled and not be taken up again should the client miss more than one recurring payment.
 - Where a single payment is missed and later corrected, the team leader will lose commission for the missed payment/s.



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- No referral commissions are paid or earned when the referred client signs up as a barter / hybrid client.
 - Referral fees will be paid at 5% on setup fees when PAW is behind on targets for paying clients. These targets are decided by budgetary requirements and revised daily.
 - Should a referred client end service for any reason with PAW and later return as a client, a referral commission will only be payable at the discretion of the owners of PAW.
 - When a recruit of a team leader is promoted to a team leader themselves, the senior team leader forfeits all future commissions earned by the structure of the junior team leader.
81. Team Leaders may become Junior Sales Managers under the following circumstances:
- They should have at least 10 (ten) 100% paying website (other products are excluded) clients on their pay slip. They will be demoted and their commission structures adjusted if they do not meet this requirement.
 - When appointed by PAW and by mutual agreement.
 - Current team leaders who qualify may apply with PAW to become junior sales managers.
82. The roles of Junior Sales Managers and their commission structures will be as follows:
- The basic rules regarding current/registered lead generators (salespersons) and their commissions earned also apply.
 - GROWTH TARGETS: Even if other criteria are met, Junior Sales Managers must have a net growth of at least THREE paying clients (personally recruited) AND at least THREE registered salespersons per annum (1 July to 30 June each year, effective 1 July 2026). If these targets are not met, the Junior Sales Manager will be demoted to Team Leader, and commissions and other benefits will be adjusted accordingly. These targets may be adjusted with one month's notice by PAW to meet operational requirements.
 - They will oversee constant communications, motivate, and advise their recruits.
 - They will pass on relevant information received by their recruits to PAW for further negotiation purposes.
 - When Junior Sales Managers refer new 100% paying clients themselves (barter, hybrid, and charity clients are excluded from this):
 - Referral commissions on recurring fees are payable at 25% for as long as the referred client is paying regularly.
 - This commission will be cancelled and not be taken up again should the client miss more than one recurring payment.
 - Where a single payment is missed and later corrected, the team leader will lose commission for the missed payment/s.
 - No referral commissions are paid or earned when the referred client signs up as a barter / hybrid client.
 - Referral fees will be paid at 25% on setup fees when PAW is behind on targets for paying clients. These targets are decided by budgetary requirements and revised daily.
 - Should a referred client end service for any reason with PAW and later return as a client, a referral commission will only be payable at the discretion of the owners of PAW.
 - When a recruit of a Team Leader is promoted to a Team Leader themselves, the senior Team Leader forfeits all future commissions earned by the



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structure of the newly appointed Team Leader (PAW will not pay multiple sets of commissions).

- When the recruits of a Junior Sales Manager refer new 100% paying clients (barter, hybrid, and charity clients are excluded from this):
 - Team Leader will receive 5% commissions on the recurring fees paid by clients of their recruits for as long as the referred client is paying regularly.
 - This commission will be cancelled and not be taken up again should the client miss more than one recurring payment.
 - Where a single payment is missed and later corrected, the team leader will lose commission for the missed payment/s.
 - No referral commissions are paid or earned when the referred client signs up as a barter / hybrid client.
 - Referral fees will be paid at 5% on setup fees when PAW is behind on targets for paying clients. These targets are decided by budgetary requirements and revised daily.
 - Should a referred client end service for any reason with PAW and later return as a client, a referral commission will only be payable at the discretion of the owners of PAW.
 - When a recruit of a team leader is promoted to a team leader themselves, the senior team leader forfeits all future commissions earned by the structure of the junior team leader.
- Junior Sales Managers will receive a stipend of R500.00 per month to assist them with their marketing and recruitment efforts. However, this is subject to the following:
 - They must maintain a minimum of 10 100% paying website clients on their payslips, and
 - Should they have a website sponsored and maintained by PAW, the stipend will only be R250.00 per month.

83. Junior Sales Managers may become Senior Sales Managers under the following circumstances:

- They should have at least 20 (twenty) 100% paying website (other products are excluded) clients on their pay slip. They will be demoted and their commission structures adjusted if they do not meet this requirement.
- When appointed by PAW and by mutual agreement.
- Current Junior Sales Managers who qualify may apply with PAW to become senior sales managers.

84. The roles of Senior Sales Managers and their commission structures will be as follows:

- The basic rules regarding current/registered lead generators (salespersons) and their commissions earned also apply (e.g., when a client does not pay).
- GROWTH TARGETS: Even if other criteria are met, Senior Sales Managers must have a net growth of at least FOUR paying clients (personally recruited) AND at least FOUR registered salespersons per annum (1 July to 30 June each year, effective 1 July 2026). If these targets are not met, the Senior Sales Manager will be demoted to a Junior Sales Manager, and commissions and other benefits will be adjusted accordingly. These targets may be adjusted with one month's notice by PAW to meet operational requirements.
- They will oversee constant communications, motivate, and advise their recruits.
- They will pass on relevant information received by their recruits to PAW for further negotiation purposes.



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- When Senior Sales Managers refer new 100% paying clients themselves (barter, hybrid, and charity clients are excluded from this):
 - Referral commissions on recurring fees are payable at 25% for as long as the referred client is paying regularly.
 - This commission will be cancelled and not be taken up again should the client miss more than one recurring payment.
 - Where a single payment is missed and later corrected, the team leader will lose commission for the missed payment/s.
 - No referral commissions are paid or earned when the referred client signs up as a barter / hybrid client.
 - Referral fees will be paid at 25% on setup fees when PAW is behind on targets for paying clients. These targets are decided by budgetary requirements and revised daily.
 - Should a referred client end service for any reason with PAW and later return as a client, a referral commission will only be payable at the discretion of the owners of PAW.
 - When a recruit of a team leader is promoted to a team leader themselves, the senior team leader forfeits all future commissions earned by the structure of the junior team leader.
 - When the recruits of a Senior Sales Manager refer new 100% paying clients (barter, hybrid, and charity clients are excluded from this):
 - Senior Sales Managers will receive 5% commissions on the recurring fees paid by clients of their recruits for as long as the referred client is paying regularly.
 - This commission will be cancelled and not be taken up again should the client miss more than one recurring payment.
 - Where a single payment is missed and later corrected, the team leader will lose commission for the missed payment/s.
 - No referral commissions are paid or earned when the referred client signs up as a barter / hybrid client.
 - Referral fees will be paid at 5% on setup fees when PAW is behind on targets for paying clients. These targets are decided by budgetary requirements and revised daily.
 - Should a referred client end service for any reason with PAW and later return as a client, a referral commission will only be payable at the discretion of the owners of PAW.
 - When a recruit of a Senior Sales Manager is promoted to a Senior Sales Manager themselves, the more Senior Sales Manager forfeits all future commissions earned by the structure of the junior Senior Sales Manager.
 - Senior Sales Managers will receive a stipend of R1000.00 per month to assist them with their marketing and recruitment efforts. However, this is subject to the following:
 - They must maintain a minimum of 20 (twenty) 100% paying website clients on their payslips, and
 - Should they have a website sponsored and maintained by PAW, the stipend will only be R500.00 per month.
85. A Senior Sales Manager may become a Provincial / State Sales Manager if the need arises and PAW appoints such a person.



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86. A Provincial / State Sales Manager may become a Regional Sales Manager if the need arises and PAW appoints such a person.
87. A Regional Sales Manager may become a National Sales Manager if the need arises and PAW appoints such a person.
88. A National Sales Manager may become a Global Sales Manager if the need arises and PAW appoints such a person.
89. A maximum of one type of commission PER REFERRED CLIENT will be payable to current clients and current/registered lead generators (salespersons), and the type of commission will be decided by the primary role played by the current client and current/registered lead generator (salesperson).
90. Developers may receive two types of commission PER CLIENT in the case where they are assigned the site to develop, and they refer the client to PAW. In this case, they will receive both the referral and developer commissions.
91. Developers who referred sites may not necessarily be assigned those sites for development, and those sites may be assigned to any developer PAW feels is most appropriate.
92. Commissions earned during Month One are calculated & penned during days One to Six of Month Two and then paid before or on the 7th of Month Two. Remuneration slips are provided by the 7th of Month Two.
93. New freelance developers need to complete and pass all courses as prescribed by PAW before PAW will assign any paid sites to them to work on.
94. The services of freelance developers who do not fulfil their work as they were trained to do, or retrained and corrected to do, will be terminated immediately. This primarily deals with:
 - Lack of and unprofessional communications with PAW and clients.
 - Failing to execute maintenance as they were trained to do.
 - Regular failure to execute basic tasks that they were shown and taught.
95. PAW has a Pay-it-Forward policy and expects all freelancer developers to do 10%-20% of their work pro bono in aid of PAW's selected charities.
96. Developers are allowed to canvas and service their own website clients outside the structures of PAW. However, developers may not use the licenses or software paid for by PAW, or any other proprietary software, techniques, or templates developed by PAW. Any developers caught using these items, or any other proprietary software, techniques, or templates developed by PAW, will have their services and relationship with PAW terminated immediately and will face prosecution if they refuse to take corrective action.
97. PAW takes utmost care to ensure they load the correct text, pictures & photos, and downloadable documents on a client's website. However, PAW will not accept any responsibility for any losses clients may suffer due to incorrect information on websites. It is the responsibility of clients to test all functions; check all text on their websites, and inform PAW of any corrections we need to make.
98. PAW takes utmost care to ensure backups of the client's site are executed properly, and PAW tests backups at least once a month to ensure a restore will be possible. However, PAW will not accept any responsibility for any losses clients may suffer due to the loss of a site for any reason and to any degree, and where restoration is not possible.
99. PAW takes utmost care to ensure security controls are in place to prevent hackers from disabling functionality or disallowing access to a client's site. However, PAW will not accept any responsibility for any losses clients may suffer due to the loss of a site for any reason and to any degree.
100. Access to websites will be limited to Author status for persons wishing to update blogs, etc, and Shop Manager status for e-commerce sites. Any access requests will be honoured, either for owners to edit settings and update other than blogs, or third parties



appointed by owners to access sites. In the case where access is granted, irrespective of the level, the following will apply:

- PAW/SRO will not accept any responsibility for damage to websites, backups failing, any functions failing, deletions of any kind, or failures of any kind.
- PAW/SRO will charge per hour for troubleshooting, repairing, and restoring damaged websites, even rebuilding sites from scratch if needed, where owners or third parties had access, or owners gave access to third parties using their login details.

101. PAW reserves the right to update these Terms and Conditions as needed to protect themselves, their clients, their outsourced service providers, their developers, their registered lead generators, their team leaders, their marketing and sales staff, and their support staff.

Last update of these terms and conditions: 2026/06/03.