

WEBSITE TERMS AND CONDITIONS OF USE

1. About the Website

- (a) Welcome to www.petiteva.com.au (**Website**). The Website provides information on the virtual assistant, and remote administrative and office support services offered by Petite VA (**Services**).
- (b) The Website is operated by Petite VA (ABN 84267489445). Access to and use of the Website, or any of its associated Products or Services, is provided by Petite VA. Please read these terms and conditions (**Terms**) carefully. By using, browsing and/or reading the Website, this signifies that you have read, understood and agree to be bound by the Terms. If you do not agree with the Terms, you must cease usage of the Website, or any of the Services, immediately.
- (c) Petite VA reserves the right to review and change any of the Terms by updating this page at its sole discretion. When Petite VA updates the Terms, it will use reasonable endeavours to provide you with notice of updates to the Terms. Any changes to the Terms take immediate effect from the date of their publication. Before you continue, we recommend you keep a copy of the Terms for your records.
- (d) Petite VA will provide users with at least 7 days' notice of any substantive changes to the Terms. Users will have 7 days from the date of notification to review and accept the updated Terms. Continued use of the Website after the notice period constitutes acceptance of the modified Terms. If you do not agree with the updated Terms, you must cease using the Website and Services before the changes take effect.

2. Acceptance of the Terms

You accept the Terms by remaining on the Website.

3. Copyright and Intellectual Property

- (a) The Website, the content and all of the related products of Petite VA are subject to copyright. The material on the Website is protected by copyright under the laws of Australia and through international treaties. Unless otherwise indicated, all rights (including copyright) in the content and compilation of the Website (including but not limited to text, graphics, logos, button icons, video images, audio clips, Website code, scripts, design elements and interactive features) or the content are owned or controlled for these purposes, and are reserved by Petite VA or its contributors.
- (b) All trademarks, service marks and trade names are owned, registered and/or licensed by Petite VA. You may only view and access the Website for personal, non-commercial purposes. Unless expressly permitted in writing by Petite VA, you must not:
 - (i) copy, reproduce, or redistribute any content from the Website;

- (ii) store or save any content from the Website other than temporary cache storage necessary for viewing; or
 - (iii) print, download, or use any content from the Website for any commercial purpose.
- (c) Petite VA does not grant you any other rights whatsoever in relation to the Website or the content. All other rights are expressly reserved by Petite VA.
- (d) Petite VA retains all rights, title and interest in and to the Website and all related content. Nothing you do on or in relation to the Website will transfer any:
 - (i) business name, trading name, domain name, trade mark, industrial design, patent, registered design or copyright, or
 - (ii) right to use or exploit a business name, trading name, domain name, trade mark or industrial design, or
 - (iii) thing, system or process that is the subject of a patent, registered design or copyright (or an adaptation or modification of such a thing, system or process),
to you.
- (e) You may not, without the prior written permission of Petite VA and the permission of any other relevant rights owners: broadcast, republish, up-load to a third party, transmit, post, distribute, show or play in public, adapt or change in any way the content or third party content for any purpose, unless otherwise provided by these Terms. This prohibition does not extend to materials on the Website which are freely available for re-use or are in the public domain.
- (f) Where you believe that your copyrighted work has been infringed upon, you must submit a written notification to containing: (i) identification of the copyrighted work claimed to be infringed; (ii) identification of the allegedly infringing material; (iii) your contact information; and (iv) a statement of good faith belief of infringement. will respond to all valid takedown requests within [DAYS] business days and remove allegedly infringing content while investigating the claim. The alleged infringer may submit a counter-notification detailing why the content should be reinstated, which will process within [DAYS] business days of receipt.

4. Privacy

Petite VA takes your privacy seriously and any information provided through your use of the Website and/or content are subject to Petite VA's Privacy Policy, which is available on the Website.

5. General Disclaimer

- (a) Nothing in the Terms limits or excludes any guarantees, warranties, representations or conditions implied or imposed by law, including the Australian Consumer Law (or any liability under them) which by law may not be limited or excluded.

- (b) Subject to this clause 5, and to the extent permitted by law:
 - (i) all terms, guarantees, warranties, representations or conditions which are not expressly stated in the Terms are excluded; and
 - (ii) Petite VA will not be liable for any special, indirect or consequential loss or damage (unless such loss or damage is reasonably foreseeable resulting from our failure to meet an applicable Consumer Guarantee), loss of profit or opportunity, or damage to goodwill arising out of or in connection with the content or these Terms (including as a result of not being able to use the content or the late supply of the content), whether at common law, under contract, tort (including negligence), in equity, pursuant to statute or otherwise.
- (c) Use of the Website and the content is at your own risk. Everything on the Website and the content is provided to you "as is" and "as available" without warranty or condition of any kind. None of the affiliates, directors, officers, employees, agents, contributors and licensors of Petite VA make any express or implied representation or warranty about the content or any products or content (including the products or content of Petite VA) referred to on the Website. This includes (but is not restricted to) loss or damage you might suffer as a result of any of the following:
 - (i) failure of performance, error, omission, interruption, deletion, defect, failure to correct defects, delay in operation or transmission, computer virus or other harmful component, loss of data, communication line failure, unlawful third party conduct, or theft, destruction, alteration or unauthorised access to records;
 - (ii) the accuracy, suitability or currency of any information on the Website, the content, or any of its content related products (including third party material and advertisements on the Website);
 - (iii) costs incurred as a result of you using the Website, the content or any of the products of Petite VA; and
 - (iv) the content or operation in respect to links which are provided for your convenience.

6. Limitation of liability

- (a) Petite VA's total liability arising out of or in connection with the content or these Terms, however arising, including under contract, tort (including negligence), in equity, under statute or otherwise, will not exceed the resupply of the content to you.
- (b) You expressly understand and agree that Petite VA, its affiliates, employees, agents, contributors and licensors shall not be liable to you for any direct, indirect, incidental, special consequential or exemplary damages which may be incurred by you, however caused and under any theory of liability. This shall include, but is not limited to, any loss of profit (whether incurred directly or indirectly), any loss of goodwill or business reputation and any other intangible loss.

- (c) You acknowledge and agree that Petite VA holds no liability for any direct, indirect, incidental, special consequential or exemplary damages which may be incurred by you as a result of providing your content to the Website.

7. Website Availability and Changes

- (a) Petite VA reserves the right to modify, suspend or discontinue the Website or any part of it at any time without prior notice.
- (b) While we aim to maintain the Website's availability, we do not guarantee uninterrupted access to the Website.
- (c) Any provisions of these Terms that by their nature should survive the discontinuation of the Website will continue to apply, including but not limited to intellectual property rights and disclaimers.

8. Indemnity

You agree to indemnify Petite VA, its affiliates, employees, agents, contributors, third party content providers and licensors from and against:

- (a) all actions, suits, claims, demands, liabilities, costs, expenses, loss and damage (including legal fees on a full indemnity basis) incurred, suffered or arising out of or in connection with your content;
- (b) any direct or indirect consequences of you accessing, using or transacting on the Website or attempts to do so; and/or
- (c) any breach of the Terms.

9. Dispute Resolution

9.1. Compulsory:

If a dispute arises out of or relates to the Terms, either party may not commence any Tribunal or Court proceedings in relation to the dispute, unless the following clauses have been complied with (except where urgent interlocutory relief is sought).

9.2. Notice:

A party to the Terms claiming a dispute (**Dispute**) has arisen under the Terms, must give written notice to the other party detailing the nature of the dispute, the desired outcome and the action required to settle the Dispute.

9.3. Resolution:

On receipt of that notice (**Notice**) by that other party, the parties to the Terms (**Parties**) must:

- (a) Within 28 days of the Notice endeavour in good faith to resolve the Dispute expeditiously by negotiation or such other means upon which they may mutually

agree;

- (b) If for any reason whatsoever, 28 days after the date of the Notice, the Dispute has not been resolved, the Parties must either agree upon selection of a mediator or request that an appropriate mediator be appointed by the Resolution Institute;
- (c) The Parties are equally liable for the fees and reasonable expenses of a mediator and the cost of the venue of the mediation and without limiting the foregoing undertake to pay any amounts requested by the mediator as a precondition to the mediation commencing. The Parties must each pay their own costs associated with the mediation;
- (d) The mediation will be held in Hobart, Tasmania, Australia.

9.4. Confidential

All communications concerning negotiations made by the Parties arising out of and in connection with this dispute resolution clause are confidential and to the extent possible, must be treated as "without prejudice" negotiations for the purpose of applicable laws of evidence.

9.5. Termination of Mediation:

If 2 months have elapsed after the start of a mediation of the Dispute and the Dispute has not been resolved, either Party may ask the mediator to terminate the mediation and the mediator must do so.

10. Venue and Jurisdiction

The Services offered by Petite VA is intended to be viewed by residents of Australia. In the event of any dispute arising out of or in relation to the Website, you agree that the exclusive venue for resolving any dispute shall be in the courts of Tasmania, Australia.

11. Governing Law

The Terms are governed by the laws of Tasmania, Australia. Any dispute, controversy, proceeding or claim of whatever nature arising out of or in any way relating to the Terms and the rights created hereby shall be governed, interpreted and construed by, under and pursuant to the laws of Tasmania, Australia, without reference to conflict of law principles, notwithstanding mandatory rules. The validity of this governing law clause is not contested. The Terms shall be binding to the benefit of the parties hereto and their successors and assigns.

12. Severance

If any part of these Terms is found to be void or unenforceable by a Court of competent jurisdiction, that part shall be severed and the rest of the Terms shall remain in force.