

# SG Web Pilot

## Service Agreement & Project Terms

For website design, personal brand pages, creator/Vlog websites, and optional lightweight automation projects.

Version 1.0 - 5 July 2026

<b>Provider</b>	SG Web Pilot
<b>Email</b>	funsy96@gmail.com
<b>WhatsApp</b>	+65 8084 9780
<b>Governing law</b>	Singapore

### Important note

This document is a practical service agreement template for small website projects. It is not legal advice. For high-value, regulated, or complex projects, both parties should consider obtaining independent legal advice.

# 1. Parties and acceptance

This Service Agreement & Project Terms (the Agreement) is between SG Web Pilot (the Provider, we, us) and the client named in the accepted quotation, invoice, order form, email confirmation, or project brief (the Client, you).

The Agreement applies when the Client accepts a quotation, pays a deposit, instructs SG Web Pilot to begin work, or otherwise confirms the project in writing by email, message, or signed document.

# 2. Services

SG Web Pilot provides practical website design and related setup services, including business websites, personal brand websites, creator/Vlog websites, portfolio pages, contact flows, and optional lightweight automation.

The specific deliverables, price, timeline, and included revisions for each project must be stated in the quotation, proposal, invoice, or project brief. If there is any conflict, the latest written quotation or project brief agreed by both parties takes priority.

# 3. Typical packages

Package	Typical scope	Starting range
Starter Landing Page	One-page website, mobile layout, service copy support, WhatsApp/contact path, basic SEO setup.	S\$500-S\$900
Business Website	3-5 pages such as Home, About, Services, FAQ, Contact; image preparation; bilingual option if agreed.	S\$1,200-S\$2,000
Website + Automation	Website plus enquiry capture, Google Sheets workflow, follow-up list, AI FAQ, or simple report/dashboard add-ons.	S\$2,000+
Personal Link Page	Polished link-in-bio style page for profile, social links, video links, and contact button.	S\$150-S\$300
Personal Brand Website	Bio, expertise, services, portfolio, testimonials, contact links, and booking/contact path.	S\$350-S\$800
Creator / Vlog Website	Video hub, channel links, creator bio, collaboration page, and media kit structure.	S\$600-S\$1,200

# 4. Items not included unless expressly stated

- Domain name registration, renewal, transfer, or ownership management.
- Paid hosting, business email, premium plugins, paid fonts, stock media, API usage, or third-party subscriptions.
- Logo design, brand identity, professional photography, professional copywriting, translation, advertising, social media management, or legal/compliance review.
- Complex backend systems, payment processing, user accounts, booking engines, databases, dashboards, or integrations unless quoted separately.

# 5. Fees and payment

Unless otherwise stated in writing, SG Web Pilot may require a deposit before work begins. A typical payment structure is 50% deposit before work starts and 50% balance before launch, handover, or release of final files. Small fixed-fee projects may require full payment upfront.

Invoices are payable by the due date stated on the invoice. SG Web Pilot may pause work, withhold launch, or withhold final files if payment is overdue.

## 6. Revisions and change requests

The quoted package includes the number of revision rounds stated in the quotation. If no number is stated, the project includes two reasonable revision rounds after the first preview. A revision round means one consolidated list of changes from the Client.

New pages, major redesigns, new features, rewritten project direction, urgent work, or additional integrations are change requests and may require a new quote, additional fees, and revised timeline.

## 7. Client responsibilities

- Provide accurate business information, text, images, logos, contact details, links, access credentials, and required approvals in a timely manner.
- Confirm that all materials supplied by the Client may legally be used on the website.
- Review previews carefully and provide consolidated feedback within the agreed review period.
- Maintain access to domain, hosting, email, third-party services, and payment accounts unless SG Web Pilot is expressly engaged to manage them.

## 8. Timeline, delays, and approval

Project timelines begin only after SG Web Pilot receives the required deposit, project brief, and essential materials. Delays in Client feedback, content, payment, or third-party access may extend the timeline.

If the Client does not provide feedback within five business days after a preview or delivery, the work may be treated as accepted for scheduling and payment purposes, unless otherwise agreed in writing.

## 9. Launch, handover, and maintenance

Launch means publishing the website to the agreed hosting platform or providing files/instructions for publication. Handover may include project files, hosting access guidance, or simple update instructions, depending on the package.

Unless a maintenance plan is agreed, the project does not include ongoing content updates, monitoring, backups, feature changes, security management, or third-party service administration after launch. SG Web Pilot may provide a short defect-fix period for issues caused by its work, typically 7 to 14 days, if stated in the quotation.

## 10. Intellectual property

After full payment is received, the Client receives the right to use the final delivered website for its own business, personal brand, or creator presence. SG Web Pilot retains ownership of general know-how, reusable templates, methods, concepts, code patterns, and non-client-specific tools used to create the work.

The Client remains responsible for the legality and licensing of materials supplied by the Client. Third-party assets, fonts, stock images, plugins, and services remain subject to their own licence terms.

Unless the Client requests confidentiality in writing before launch, SG Web Pilot may refer to the completed project in its portfolio, sample work, proposals, or marketing materials, without disclosing sensitive information.

## 11. Confidentiality and data protection

Both parties should keep non-public business, technical, pricing, customer, and project information confidential. If the project involves personal data, both parties should handle it responsibly and in accordance with applicable Singapore personal data protection obligations, including the Personal Data Protection Act 2012 where applicable.

The Client should not provide unnecessary personal data to SG Web Pilot. If third-party tools such as Google Forms, Tally, Formspree, email, analytics, or hosting platforms are used, those tools may process data under their own terms and privacy policies.

## 12. Third-party services

SG Web Pilot is not responsible for outages, pricing changes, policy changes, account suspensions, data loss, or service failures caused by third-party providers such as domain registrars, hosting platforms, Cloudflare, GitHub, Google, Meta, WhatsApp, payment providers, form tools, plugins, or API providers.

## 13. No guarantee of results

SG Web Pilot will use reasonable skill and care to deliver the agreed services. However, SG Web Pilot does not guarantee search engine ranking, traffic, sales, enquiries, revenue, follower growth, brand deals, or business outcomes.

## 14. Limitation of liability

To the maximum extent permitted by law, SG Web Pilot's total liability for any claim related to the project is limited to the amount actually paid by the Client for the specific project giving rise to the claim. SG Web Pilot is not liable for indirect, consequential, special, punitive, or loss-of-profit damages.

## 15. Cancellation and suspension

If the Client cancels after work has started, SG Web Pilot may retain the deposit or charge for work completed, time reserved, and expenses incurred. SG Web Pilot may suspend or terminate work if the Client fails to pay, fails to provide required materials, requests unlawful content, or behaves abusively.

## **16. Governing law**

This Agreement is governed by the laws of Singapore. The parties should first attempt to resolve disputes through good-faith discussion before pursuing formal legal remedies.

## Schedule A - Project confirmation

Use this page with a quotation, invoice, or project brief. Fill in the fields before the project starts.

Client name	
Client email / WhatsApp	
Project name	
Package selected	
Total fee	
Deposit	
Balance	
Included pages / sections	
Included integrations	
Included revision rounds	
Estimated timeline	
Special notes	

## Acceptance

By signing below, or by accepting the quotation and paying the deposit, the Client confirms acceptance of the project scope and these Service Agreement & Project Terms.

For SG Web Pilot	For Client
Name / Signature / Date	Name / Signature / Date