

Business Email Terms

Extra terms for business email plans, priced per mailbox.

Service terms Version 1.0 Effective 20 October 2026 Last updated 20 October 2026

In short

- You pay per mailbox. Each mailbox has the storage of its plan.
- Sending is limited to 100 messages an hour per domain. It's not for bulk mail or newsletters.
- Read mail at mail.pricehq.tech (PriceHQ Mail) or in any mail app.
- You need to point your domain's mail records at us; we show you exactly what to add.

This summary helps you find your way. The full text below is what applies.

These terms add to our Terms of Service for business email. If they conflict with the Terms of Service, these terms apply to business email.

1. The service

- 1.1 Email on your own domain, priced per mailbox per month or year. Each mailbox has the storage of its plan, as shown on our business email page when you order.
- 1.2 Mail is stored on our servers in Sydney, Australia.
- 1.3 You can read mail in PriceHQ Mail at mail.pricehq.tech (<https://mail.pricehq.tech>) or in any app that supports IMAP and SMTP.
- 1.4 You manage mailboxes, passwords, forwarders, aliases and auto-replies in the email manager in the client area.

2. Sending limits and spam

- 2.1 Sending is limited to **100 messages an hour per domain** to protect delivery for everyone. Business email isn't suitable for newsletters, bulk mail or marketing campaigns; use a dedicated mailing service for those.
- 2.2 Incoming mail is filtered for spam. No filter is perfect, so check your junk folder.
- 2.3 You must follow the Spam Act 2003 (Cth) and our Acceptable Use Policy.

3. Your domain

- 3.1 Email only works once your domain's mail records (MX, SPF and DKIM) point to us. The email manager shows the records to add and checks them for you, or you can use our nameservers.
- 3.2 You're responsible for your domain name, its renewal and its DNS, unless you've registered it with us once domain services launch.

4. Mailboxes and storage

- 4.1 When a mailbox is full, new mail may be bounced until you delete messages or upgrade.
- 4.2 Adding mailboxes is charged from the day you add them. Removing a mailbox takes effect at the end of its billing period.
- 4.3 Deleting a mailbox deletes its mail. Export anything you need first.

5. Backups and migration

- 5.1 Email is included in our backups as described in our Backup Policy.
- 5.2 Moving your existing email to us is free, as described in our Migration Terms terms.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

Questions about this document? Email hello@pricehq.tech. PriceHQ, Australia.