

Migration Terms

How free website and email migrations work and what we need from you.

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

In short

- Free migrations are included with some hosting plans and with business email.
- You give us access to your old host; we copy your site, databases and email and check them before you switch.
- Your old host stays active until you've confirmed everything works.

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

These terms add to our Terms of Service for moving websites and email to PriceHQ.

1. What's included

- 1.1 Hosting plans that include migrations come with the number of free site migrations shown for the plan. A migration covers one website, its databases and its mailboxes. Extra migrations are available as an add-on.
- 1.2 Moving existing email to business email is free.
- 1.3 We move content as it is. Redesigns, upgrades and fixing problems in the old site aren't included, but we'll tell you about anything we notice.

2. What we need from you

- 2.1 Access to your old host: a cPanel backup, control panel login, or the FTP, database and email details we ask for.
- 2.2 Confirmation that you have the right to move the content.
- 2.3 Any changes needed at your domain registrar, such as updating DNS or nameservers, unless we manage the domain for you.

3. How it works

- 3.1 We copy your site, databases and email to your new account and check they work before you switch.

- 3.2 We agree a time for the switch. Email may need a final sync after the switch so nothing is lost.
- 3.3 Keep your old hosting active until you've confirmed everything works on PriceHQ. Cancelling it is up to you.
- 3.4 We'll delete any login details you gave us once the migration is finished.

4. Limits

- 4.1 Some things can't be moved automatically, such as software licensed to your old host, custom server setups or very large mailboxes. We'll tell you before starting and suggest options.
- 4.2 Timing depends on the size of your site and how quickly your old host responds.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

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