

Site Care and Add-on Terms

Terms for add-ons: priority support, uptime monitoring, WordPress care, backups, extra IPs and one-off jobs.

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

In short

- Recurring add-ons follow the billing period of the service they're added to.
- One-off jobs are refunded in full if we haven't started them.
- WordPress care keeps your site updated, but can't promise a plugin update never breaks something; we keep a backup and roll back if it does.

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

These terms add to our Terms of Service for add-ons, listed on our site care page. Each add-on is attached to a service and ends when that service ends.

1. Billing

- 1.1 Recurring add-ons follow the billing period of the service they're added to, and renew with it.
- 1.2 One-off jobs are charged once, and refunded in full if we haven't started the work, as set out in our Refund and Cancellation Policy.

2. Priority support

- 2.1 Your requests go to the front of the queue, with a 1-hour reply target during support hours (see our Support Policy). Included with the Pro hosting plan.

3. Uptime monitoring

- 3.1 We check your website every minute and email you when it stops responding and when it's back. Monitoring tells you about problems; it doesn't fix them.

4. WordPress care

- 4.1 Each week we update WordPress, your themes and plugins, check the site still works and send a monthly report.

- 4.2 We take a backup before updating. If an update breaks something, we roll back and tell you. Premium plugins need a valid licence from you to receive updates.
- 4.3 WordPress care doesn't include content changes, new features or fixing problems caused by custom code; we'll quote for those.

5. 30-day backups

- 5.1 Daily copies of your hosting account stored separately and kept for 30 days, restored for you on request. See our Backup Policy.

6. Malware cleanup

- 6.1 We scan, clean and harden one hacked website and tell you what we found. If the site is reinfected because of something we fixed, we'll clean it again within 30 days at no charge.
- 6.2 Sometimes a site can't be fully cleaned and needs restoring from a backup or rebuilding. We'll tell you before going further.

7. Extra site migration

- 7.1 One more website, its databases and mailboxes moved from another host, as described in our Migration Terms terms.

8. VPS add-ons

- 8.1 **Extra IPv4 address:** one more public IPv4 address for your server, added automatically and removed when the add-on ends.
- 8.2 **Daily backups (unmanaged servers):** changes your server's automatic backups from weekly to daily.
- 8.3 **Server setup (unmanaged servers):** we install and configure a web server, database and SSL certificate on your server. After setup, the server remains yours to run.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

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