
TERMS OF BUSINESS

Clear terms, written down

Every Forge project has a written scope, a written price and a written delivery date. This page summarises how we work together, in plain language.

 Your signed agreement and project schedule come with every quote.

Last updated September 2026 · Summary of our agreement

01 Your agreement with us

Every client signs one master services agreement, plus a one-page schedule for each service they take, whether that is the website plan, the brand package, the social media plan or a bundle. The schedule sets out exactly what is included, the price and the delivery date.

Both come with every quote, so you can read them in full before you sign or pay anything.

This page is a summary to help you understand how we work. If anything here differs from your signed agreement, the signed agreement applies.

02 Scope and limits

Each plan has written limits on the number of pages, products, email addresses, monthly changes and posts, and on how fast we respond to support requests. They are published on our [pricing page](#) and repeated in your schedule.

Anything outside the written scope is quoted before it starts, so a project never quietly grows and neither does your bill. Copywriting is an optional add-on; unless you add it, you supply the text.

03 Delivery and the content clock

Delivery times start when we have your content, meaning your logo, photos, product list and text. A content checklist goes out with every deposit receipt.

- Starter takes 2 to 3 days, Go 5 to 7 working days, Plus 2 to 3 weeks and Pro 4 to 6 weeks. Enterprise timelines are set in the quote.
- If content has not arrived within 14 days, the project pauses. After 30 days it closes, and the deposit covers the work already done. Restarting a closed project costs US\$20.

- **Our launch-date promise.** If you supply your content on time and we miss the agreed launch date, your first month of maintenance is free.
-

04 Payment

All prices are in US dollars and exclude VAT. We accept EcoCash USD, InnBucks, card through a Paynow link, bank transfer, and cash against a receipt. ZiG is accepted at the official rate on the invoice date, and the rate is shown on the invoice.

Starter

Built first and shown to you on a preview link, then paid in full before it goes live.

Go, Plus and Pro

50% deposit to start and 50% on approval before launch. Maintenance starts the month after launch.

Brand Kit and Growth Pack

50% and 50%, or three monthly instalments.

Social media

Monthly, paid in advance.

Enterprise

40% to start, 40% at an agreed milestone and 20% on delivery.

Late payment

If a monthly payment is 14 days overdue, the service is paused until it is paid.

✉ Questions about an invoice, a receipt or a payment? Email billing@forge.co.zw or [ask us on WhatsApp](#).

05 Forge Flex

Forge Flex lets you pay for a Go, Plus or Pro site over 12 months instead of paying the setup fee at once. It is a 12-month agreement. Work starts once the upfront payment clears, and the site is paused 14 days after a missed payment. If you leave before the 12 months are up, you pay the balance of the setup fee still owed. After month 12 the fee drops to standard maintenance. [See Flex prices](#).

06 Revisions and changes

- Starter includes one round of revisions. All other builds and design items include two.
- Extra rounds are quoted in advance.
- After launch, changes come from your plan's monthly allowance. A small change is one edit of up to 30 minutes, such as new prices, a new photo or new opening hours. Unused changes do not roll over.
- Larger changes are quoted before we start.

07 Who owns what

- Your domain is registered in your name.
- Your content, including text, photos and product information, is always yours.
- Final design files, such as your logo and brand materials, are yours once they are paid for in full.
- Forge's templates and components remain ours, and we license them for use on your site. Starter clients can take their product list and photos with them, but not the template.

08 Monthly services and cancelling

- Website maintenance is month-to-month after the first three months (Forge Flex agreements run for 12 months). An annual option is available at 12 months for the price of 10.
- Social media plans have a three-month minimum, because results take time to show, and are month-to-month after that.
- Ad spend always comes from you. If we pay a platform on your behalf, you prepay the budget plus a 5% handling fee, and we never front ad money we have not received.
- To cancel, tell us on WhatsApp or email support@forge.co.zw before your next billing date.

09 Data and privacy

When we build or run a website for you, we handle the personal information it collects only on your behalf and on your instructions, under the data processing terms in your agreement. How we treat your own information is set out in our [privacy notice](#). For a data request, email hello@forge.co.zw.

10 Our responsibilities

We monitor every site for downtime, keep daily backups and respond within the times set out for your plan. We are not responsible for losses caused by outages or changes at services outside our control, such as Meta, WhatsApp, TikTok, Paynow, mobile money providers, banks or internet and power providers. Where those affect your site, we help you restore service as quickly as we can.

Our total responsibility for any claim is limited as set out in your signed agreement.

11 General

Our staff agree not to take on Forge clients privately, and we ask clients not to hire our team members away during a project. These terms are governed by the laws of Zimbabwe.

Questions about these terms? Ask us before you sign. The full agreement and your project schedule come with every quote.

Forge, Bulawayo, Zimbabwe · WhatsApp +263 78 194 0905 · hello@forge.co.zw · forge.co.zw