Glassfront Web Client Agreement

Nov 6, 2026 · @Avid Tamimi

1. Who this agreement is between

Party	Details
Glassfront Web	A registered business name of Glassfront Web Inc., an Ontario corporation (“we” and “us”). hello@glassfront.ca, mail to Glassfront Web Inc., 180-4936 Yonge Street, Toronto, Ontario M2N 6S3
You, the client	[Client legal name], operating as [business name, if different], a business already operating in Ontario. Contact: [name], [email], [phone]

You confirm that your business is already operating, or that you're setting it up to sell to customers; that this website is for that business; and that you're not buying for personal, family or household use. We start the paid build only after we've both signed this agreement and you've paid.

2. What we build

Item	Details
Pages	Up to 5: [page names]
Built from	The preview you approved on [date]
Domain	[domain], registered in your business's name with [registrar]
Health clinic site	[Yes or No]

For the price in section 3, you get:

- A website of up to 5 pages, built from your approved preview, with a layout that works on phones.

- Tap-to-call on every page, and a quote form that sends requests to your email (clinics: see section 6).
- A tune-up of your Google Business Profile, done with you: we suggest the changes, and you make them in your own account.
- Connecting the site to your domain. You pay your domain's yearly renewal directly (section 6).
- 12 months of hosting and small edits, starting the day your site goes live (section 5 says how much is included).

Not included: online booking, more than 5 pages and other extra features. We don't build online stores or take payments on your site. Extra work is priced in section 5, and starts only after you agree to the written price.

3. Price and payment

The price is [$849] plus 13% HST ([$110.37]), for a total of [$959.37] in Canadian dollars. You pay it once, in full, by card through a secure Stripe payment link after we both sign. There's no deposit and no long-term commitment. We send you an invoice that shows our GST/HST number.

4. How the build works

1. You send your logo, photos, text and any changes to the preview. You confirm you own them or have the right to use them. If we're replacing a website you already have, you also tell us which of its pages, notices, forms and links to keep, change or retire.
2. We build your site and show it to you on a private preview link, hidden from search engines.
3. You check every page: names, services, prices, hours, contact details, photos and every claim about your business. We build with modern tools, including AI, and these tools can get facts wrong, so your check matters.
4. Your site goes live only after you reply in writing, by email, with "approved, go live".

Your site goes live within 3 business days of your OK on the preview and your payment, once we have your logo, photos and domain access. The clock pauses while we wait on you, including while you check the finished site. If we miss that date for reasons on our side, we'll tell you the new date the same day, and you can choose a full refund instead. Delays caused by events outside our reasonable control, like an outage at our hosting provider, don't count against that date, and we'll tell you as soon as we know.

Everything on your site must be true, and we never invent reviews, testimonials, facts or numbers. If you ask for something we can't publish, like an unsupported claim, invented reviews or material you don't have permission to use, we'll tell you and suggest something we can use instead. You keep owning what you send us.

You confirm that what you send us, and every claim you approve for your site, is true, isn't misleading or defamatory, and doesn't break anyone's copyright, trademark or privacy rights. If you run a health clinic, you also confirm your site follows your regulatory college's advertising rules. If someone makes a claim against us because of content you sent or approved, you'll cover our reasonable costs of dealing with it, including reasonable legal fees. We'll tell you about the claim promptly and let you help decide how it's handled. This doesn't cover anything we wrote or added without your approval.

5. Changes

- **Before launch:** two rounds of revisions are included, each up to 30 minutes of our work. One round is one combined list of changes, sent by email, within the approved design: wording, photos, colours, spacing and the like. Sending us your logo, photos and text doesn't use a round. If we made a mistake, or missed something that was in the approved preview or in section 2, we fix it free, without using a round or any of your edit time.
- **First 12 months after launch:** 30 minutes of small edits are included in each month of service. Small edits are updates to the hours, prices, contact details, text and photos on the pages you already have, and one request can cover several changes (new holiday hours and two new photos, for example). Send them by email. Unused minutes don't carry over to the next month. If a request would take more than the time left that month, we tell you what fits and give you a written price for the rest before we start. We keep a simple log of your rounds and minutes, and send it if you ask.
- **Extra work,** at these prices plus HST: $50 for each extra block of up to 30 minutes (an extra round of revisions, or routine edits beyond the monthly time); $150 for one extra page in your existing layout, built from text and images you supply, including one round of revisions of up to 30 minutes. A new design direction, a custom feature or an integration gets its own fixed quote. We give you the total price in writing, and start paid extra work only after you agree to it in writing.
- **After the first 12 months:** the optional monthly plan in section 6 keeps hosting and the same 30 minutes of small edits a month. It starts only if you choose it.

6. Domain, hosting and forms

- **Your domain** is registered in your business's name and stays yours. If you don't have one, we help you register it. You pay the registrar's yearly fee directly. We never need your passwords, and we leave your email settings as they are.
- **Hosting** is with a third-party provider, currently Cloudflare. We take reasonable care, but we can't promise the site will never go down, and we're not responsible for that provider's outages or changes.
- **After the first 12 months,** you choose: hosting and the same 30 minutes of small edits a month for $29 a month plus HST, month to month, cancel any time; or take your site's files, with no exit fee. We'll ask you at least 30 days before, and the plan starts only if you choose it. If you haven't chosen by the end of month 12, we send you your site's files, and 30 days later the site comes off our hosting. Once it's off our hosting, the quote form stops working.
- **Pausing and removal.** We may take your site offline if it's used for anything unlawful, if it's a security risk, or if a care plan payment is more than 30 days late. We'll tell you first unless it's urgent. When your site leaves our hosting, we remove it and its quote form from our accounts within 30 days, and keep this agreement, your invoices and your written launch approval for our records, together with the limited consent, unsubscribe and breach records described in our privacy policy or required by law.
- **Your customers' details.** Your site uses no tracking, analytics or advertising cookies. Our hosting provider may set a strictly necessary security cookie for some visitors. The quote form sends each request straight to your inbox; its code keeps no database of messages and logs only whether each one was sent. We use those details only to deliver them to you, protect them with reasonable safeguards, and never sell them. Our hosting and email provider, Cloudflare, may process them outside Canada. If they're ever exposed, we'll tell you promptly (for health clinics, at the first reasonable opportunity, as set out in the clinic form agreement). You confirm your email address once, from a link our email provider sends you. Before launch, you approve the short privacy notice we draft for your site. You're responsible for getting consent before you send marketing emails to people who contact you through your site.
- **Health clinics.** The form asks only for contact and scheduling details, has no free-text box, tells visitors not to include health details, and passes each request to your clinic's own business inbox; Cloudflare may process it outside Canada. It stays off until we both sign our separate clinic form agreement; until then, your contact page offers tap-to-call and email. You supply your privacy notice link and privacy contact. You are the health information custodian and stay responsible for your patients' information; we

act only as your service provider. You also confirm that everything on your site follows your regulatory college's advertising rules, and we won't add testimonials, patient reviews or star ratings to your site.

7. Who owns what

- When you've paid in full, Glassfront Web Inc. assigns to you, from that moment, all of its copyright in the work made just for your website: your text, your custom design and your logo files. Our signature on this agreement is that written assignment, and we'll also send you a signed copy with your final receipt. We confirm that, before you pay, we will own this work or have the right to assign it.
- Avid Tamimi, who builds your site, signs below personally for this section only. He joins in the assignment above, and in the licence of our reusable building blocks, for any rights he holds personally. He also waives all his moral rights in the work, and in those building blocks as used in your site, in favour of you, anyone you authorize to use them, and anyone who later owns or is licensed them, so the site can be changed freely. This waiver binds his heirs and estate. He makes no other promise in this section, except that he hasn't given these rights to anyone else, and the limit in section 8 protects him personally.
- Our reusable building blocks (templates, components and code we use across many sites) stay ours, and you get a permanent, free licence to use, change and host them, anywhere, as part of your site.
- Parts made with AI tools pass to you with whatever rights we have in them, if any; the law is unsettled, so we can't promise copyright protects them. Fonts, stock images and open-source code keep their own licences, which we pass on where we can.
- Your site's footer carries a small "Website by Glassfront Web" link. Ask, and we'll remove it.

Showing your site as an example (tick one):

- [ ] Yes, you may show screenshots of my live site, its name and logo, and a link to it, in your portfolio and social posts.
- [ ] No.

If you say yes, we won't show your staff's or customers' photos or names unless you tell us they've agreed, or quote you without your written OK of the exact words. You can withdraw at any time, and we'll remove it within 14 days. For health clinics, we never show patient names, photos, reviews or anything that identifies someone as a patient.

8. Our promises and limits

- We'll build your site with reasonable care and skill, and it will match the preview you approved and the features in section 2.
- We build with AI-assisted tools, under our direction and with our own testing before launch. We can't promise search rankings, a number of calls or sales, a site with no errors, or that your site makes your business compliant with any law.
- We build with common accessibility practices, but we don't promise a specific accessibility standard. If your business has 50 or more employees in Ontario, tell us before we start: the law may require a specific standard, and we'll quote that separately.
- As far as the law allows, our total responsibility for anything related to your website, whether for breach of contract, negligence or anything else, is limited to the greater of (a) the build fee stated in section 3, excluding tax, or (b) the total fees you paid us, excluding tax, in the 12 months before the event giving rise to the claim. We're not responsible for lost profits or other indirect losses. This limit also protects Avid Tamimi personally.
- This limit doesn't apply to refunds we owe you, or to loss caused by our fraud, wilful misconduct or gross negligence.
- If you're buying as an individual for personal, family or household use, nothing in this agreement limits your rights under Ontario consumer protection law.

9. Ending early and refunds

- **Change of mind:** if you change your mind within 48 hours of paying, and before we start building, we refund you in full.
- **If we can't deliver:** if we can't get your site live as promised for reasons on our side, you can cancel for a full refund.
- **After launch:** the build fee isn't refundable, but we'll fix anything that doesn't match your approved preview.
- **If the job stalls:** if we've waited on you for 60 days, we may close the job after emailing you. The payment isn't refunded, but you can restart within 12 months at no extra charge.
- **Ending by us:** we may end this agreement if you don't pay, or if you ask us to publish something unlawful, misleading or that you have no right to use. If we end it before launch for any other reason, you get a full refund.

- We pay refunds within 15 days, to the card you paid with.

10. General

- This agreement and our service terms, attached as Schedule A (the version dated [date]), are our whole agreement. Where they differ, this agreement wins. Later changes to the terms on our website don't change this agreement. We can change this agreement only in writing signed by both of us, except that we may change the monthly plan after month 12 by emailing you at least 30 days before; you can then cancel, or keep your current plan unchanged.
- The laws of Ontario and the federal laws of Canada that apply there govern this agreement.
- Notices go by email: to hello@glassfront.ca for us, and to the email in section 1 for you.
- Electronic signatures, and signed copies sent by email, count the same as signed originals, including for the copyright assignment and waiver in section 7. We can each sign a separate copy. If you ask, we'll also sign the assignment in ink.
- We keep what you tell us about your business confidential, and use it only to do this work.
- If a court finds that any part of this agreement can't be enforced, the rest still applies.
- The courts of Ontario decide any dispute about this agreement.
- Neither of us may transfer this agreement without the other's written OK, except that we may transfer it to a company that takes over our business.
- Either of us must start any legal claim about this agreement or your website, whether for breach of contract, negligence or anything else, within 1 year after discovering the problem. This replaces the usual 2-year period under Ontario's Limitations Act, 2002. It doesn't change that Act's 15-year outer limit, and it doesn't apply if you're buying as an individual for personal, family or household use.

11. Signatures

Each person signing for a business confirms they have authority to bind it. By signing, you confirm you've read section 8, which limits what we owe you if something goes wrong, and section 10, which gives 1 year to start any claim.

Field	For Glassfront Web Inc.	Avid Tamimi, personally (section 7 only)	For the client
Signature			
Name	Avid Tamimi	Avid Tamimi	[name]
Title	Director		[title]
Date	[date]	[date]	[date]