



first chapter

Website Content Audit – Terms

Service overview

The Website Content Audit is a review of your website content, messaging and structure. The audit provides observations and practical suggestions to help improve clarity, user experience and engagement.

This service focuses on website content and messaging and does not include technical website development or SEO implementation.

Scope of the audit

The audit includes a review of the agreed website pages and a written report outlining suggested improvements.

If additional pages or services are requested outside the agreed scope, these may be quoted and charged separately.

Payment terms

Full payment is required before the audit begins. Once payment is received, your audit will be scheduled.

Delivery timeframe

The completed audit report will normally be delivered within **5–7 working days** of payment and receipt of any required information.

If an urgent turnaround is requested, an additional urgency fee may apply.

Once the audit work has commenced, the service is non-refundable.

Client responsibilities

Clients are responsible for providing accurate website access details or links to the pages to be reviewed. If required information is delayed, the delivery timeframe may be adjusted.

Results disclaimer

The audit provides professional recommendations based on the review of the website at the time of assessment. While the suggestions are designed to improve website clarity and effectiveness, specific results such as increased traffic, enquiries or sales cannot be guaranteed.

Questions and clarification

Clients are welcome to contact Sandra Groves Trading as First Chapter Writing Services with reasonable clarification questions about the audit recommendations after delivery of the report.