

# Terms of Service

ABN 86 606 193 848 | Geelong, Victoria, Australia | [alisha@groundworkstudio.com.au](mailto:alisha@groundworkstudio.com.au)

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## 1. About These Terms

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These Terms of Service govern your use of the Groundwork Studio website ([groundworkstudio.com.au](https://groundworkstudio.com.au)) and the purchase of any digital products or consulting services offered by Groundwork Collective T/A Groundwork Studio (ABN 86 606 193 848). By accessing our website or purchasing our products or services, you agree to these terms.

## 2. About Us

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Groundwork Studio is a business consulting and digital products company operated by Groundwork Collective (ABN 86 606 193 848), based in Geelong, Victoria, Australia. We provide operational consulting services and digital templates to hospitality, trade, and service businesses.

## 3. Digital Products

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**3.1** All digital products sold through Groundwork Studio are delivered electronically via Gumroad upon purchase confirmation.

**3.2** Digital products are provided as editable templates for your personal or business use. You may customise and use them within your own business but may not resell, redistribute, share, or sublicense them to third parties.

**3.3** Due to the digital nature of our products, we do not offer refunds once a product has been downloaded. If you experience a technical issue with your purchase, please contact us at [alisha@groundworkstudio.com.au](mailto:alisha@groundworkstudio.com.au) and we will work to resolve it promptly.

**3.4** All digital products are provided in good faith as practical business tools. Results will vary depending on how they are implemented. Groundwork Studio does not guarantee specific business outcomes from the use of any template or resource.

## 4. Consulting Services

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**4.1** Consulting services including The Flow Audit, The Flow Builder, The Flow Retainer, and Flow Custom are subject to a separate Service Agreement or Statement of Work agreed upon between Groundwork Studio and the client prior to commencement.

**4.2** Payment terms, refund conditions, and deliverables for consulting engagements are outlined in the relevant Service Agreement.

**4.3** A discovery call does not constitute an agreement to provide services and is provided at no charge and with no obligation.

## 5. Intellectual Property

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**5.1** All content on this website — including text, templates, frameworks, methodologies, and branding — is the intellectual property of Groundwork Collective T/A Groundwork Studio and is protected under Australian copyright law.

**5.2** Purchasing a digital product grants you a non-exclusive, non-transferable licence to use that product within your own business. It does not transfer ownership or intellectual property rights.

**5.3** You may not reproduce, distribute, publish, or sell any Groundwork Studio content without prior written permission.

## 6. Limitation of Liability

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**6.1** To the extent permitted by Australian law, Groundwork Studio's total liability for any claim arising from the use of our website, products, or services is limited to the amount paid for the product or service in question.

**6.2** Groundwork Studio is not liable for any indirect, incidental, or consequential loss or damage arising from the use of our products or services.

**6.3** Nothing in these terms limits your rights under the Australian Consumer Law.

## 7. Australian Consumer Law

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Our products and services come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

## 8. Website Use

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**8.1** You agree to use this website only for lawful purposes.

**8.2** Groundwork Studio reserves the right to update, modify, or remove website content at any time without notice.

**8.3** We are not responsible for the content of any third-party websites linked from our site, including Gumroad.

## 9. Changes to These Terms

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We may update these Terms of Service from time to time. The current version will always be available on our website. Continued use of our website or services following any update constitutes acceptance of the revised terms.

## 10. Governing Law

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These terms are governed by the laws of Victoria, Australia. Any disputes will be subject to the exclusive jurisdiction of the courts of Victoria.

## 11. Contact

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For any questions regarding these terms, contact us at [alisha@groundworkstudio.com.au](mailto:alisha@groundworkstudio.com.au)