

Master subscription agreement

WW-MSA · 2026.2-draft · effective 21 August 2026 · review quarterly

DRAFT — not legal advice — not counsel-reviewed. Early-access copy for Workshop Wrench. Do not treat this as a GA customer contract. The legal entity ABN is not yet recorded; party blocks are SPECIMEN.

Parties

Supplier (specimen)	Workshop Wrench Pty Ltd trading as Workshop Wrench ABN not yet recorded — SPECIMEN Address not yet recorded Australia admin@atelierhoney.com.au https://workshopwrench.com.au
Customer	The shop tenant identified on the order form (legal name, ABN, email).
Governing law	New South Wales, Australia
Support hours	Business days 09:00–17:00 AEST (email)

1. What this agreement is

This Master Subscription Agreement (MSA) is the draft contract under which we supply Workshop Wrench shop software as a multi-tenant SaaS, and optional add-ons such as Parts Exchange (B2B). It is an early-access draft. A signed or clickwrapped copy is not formed until a version id is stored against the tenant and the entity ABN is filled.

2. The service

We provide access to the shop application (job board, estimates, inspections, inventory, GST tax invoices for *your* customers, bookings, and related modules) according to the plan on the order form. Process Studio, SMS, card payments, and accounting export follow published entitlements and stay Stub / Dry-run until a named evidence run.

- Self-serve public trial sign-up is paused. The default path is Request a demo.
- The public live demo is a shared seeded garage with fictional customers. Do not put real customer PII into it.
- A private tenant (when created) is isolated by tenantId on every business query.
- Shop customer invoices (GST) are a different money path from this SaaS subscription.

3. Plans, fees, taxes

List prices are published on workshopwrench.com.au/pricing (Starter USD \$149 / Growth USD \$299 / Scale USD \$449 monthly; Enterprise is quote). Annual list prices are about 20% less than 12× monthly. SMS packs, card processing, and partner usage are extra when those rails are live. GST treatment of the SaaS fee follows the supplier's GST registration once recorded — until then invoices are SPECIMEN.

4. Customer data and tenancy

You own shop operational data (customers, vehicles, repair orders, invoices). We process it to provide the service. Isolation is row-level tenantId (see security overview). We are not your accountant, lawyer, or licensed examiner. N73 privacy export is a tenant-scoped JSON dump — not a certified DSAR programme.

5. Acceptable use

You must not probe other tenants, send spam, store card PAN in Wrench forms, or use the demo garage for real customers. Full rules: Acceptable Use exhibit.

6. Australian Consumer Law

If the Australian Consumer Law applies to a supply, consumer guarantees cannot be excluded. Nothing in this draft is intended to avoid ACL where it applies. Business customers should take counsel on whether this supply is a consumer contract.

7. Warranties and liability (draft)

The service is provided as early-access software. We do not warrant uninterrupted operation, particular throughput, or that templates make you legally compliant. Liability for drafts is limited to fees paid in the 12 months before the claim, except for liability that cannot be limited by law (including ACL where it applies, fraud, and personal injury).

8. Term, suspension, offboarding

Monthly terms renew until cancelled. After trialEndsAt, mutating shop APIs may return 402 with a 7-day GET grace. We may suspend for non-payment, AUP breach, or fraud. Export and wipe intent is in the offboarding exhibit. Retention for tax invoices is an intent (~5 years), not yet an automated purge policy.

9. Exhibits

Order form · SLA · DPA / APP schedule · Acceptable use · Privacy policy · Sub-processors list · Desktop licence (if used). Parts Exchange has a separate buyer/seller pack.

10. Shop documents hosted on the service

The product stores quotes, estimates, authorities to repair, GST tax invoices, and industry form packs (privacy collection, diagnostic authority, aftermarket disclosure, SWMS, refrigerant logs, and others). Those templates assist the shop. They are not official RWC, pink slip, BAS, or NSW Form 3 documents.

11. Changes

We will version this MSA (YYYY.N). Material changes for paying tenants will be notified to the owner email. Continued use after the stated effective date is the intended acceptance mechanic once clickwrap ships — not yet wired.

Templates assist workflows. They are not legal advice, not a government form, and not a certification. Counsel must review before paying tenants or public compliance claims.