



WEBSITE

MAINTENANCE

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IT Company website maintenance experts are friendly, courteous, and most importantly, responsive to your web maintenance needs. They will always provide an estimate of the number of hours, it should take to do the job and notify you by email upon completion.

WEBSITE MAINTENANCE POLICY

We define "Maintenance" as keeping the web site current. It is not intended to be a new design.

We maintain a current backup, and archive all submitted files for your website.

We reserve the right to distinguish between "updates" and "new designs". Changing the navigation, the adding of new pages, graphic changes, buttons, etc. are considered new designs and charged accordingly to our hourly design rate.

Services NOT covered under Maintenance contracts are:

- Major graphic updates or New Designs
- Creating new Advertising material
- Major functionality & design change
- Altering the usability of website
- Search Engine Optimization

The client is responsible to evaluate updates and inform us of any modifications that are required. There will be no fee for any mistakes made by us. However, if a modification is required due to client mistake, the usual hourly update costs will apply. Your fee is based on the overall time required to complete the changes.

Updates should be provided electronically (by email) as much as possible. Attachments should be in text format (.txt or Word .doc formats are fine). Send digitized pictures in common format such as .jpg, .gif, .ai, .psd, .png, .bmp, etc.

Third-party components may be used on your website. We have no control over what third-party sites do and accept no responsibility for data loss caused by their conduct. Any modifications to your site caused by third-party component regulations will be invoiced at the standard maintenance fee.

WEBSITE MAINTENANCE PACKAGES

STANDARD FEATURES:

In the Standard Package 2 issues are looked upon a month.

- Web Maintenance with WordPress Version Updates
- Partial Design Changes to Existing Design to Increase the Site Performance
- Check and Fix Any Broken Links
- Check For Poor or Fading Images & Replace as Required
- Test all Email Accounts
- Update, Correct or Remove HTML Web Pages as Requested
- Update, Specials
- Update Photo Gallery
- Creation of New Pages
- Recommendations to Customer Regarding Website Appearance, Functionality, Look and Feel to Improve Website Performance

BUSINESS FEATURES:

In the Business Package 3 issues are looked upon a month.

- Web Maintenance with WordPress Version Updates
- Partial Design Changes to Existing Design to Increase the Site Performance
- Check and Fix Any Broken Links
- Check for Poor and Fading Images and Replace as Required
- Test all Email Accounts
- Update, Correct or Remove HTML Web Pages as Requested
- Update Specials
- Update Photo Gallery
- Creation of New Pages
- Recommendations to Customer Regarding Website Appearance, Functionality, Look and Feel to Improve Website Performance
- We will remain in touch with your servers and inform you if any server changes are important to your account
- Image Scanning Optimization and Adding Images to Websites
- Verify all Links – Monthly Health Check for Website

PREMIUM FEATURES:

In the Premium Package 4 issues are looked upon a month

- Web Maintenance with WordPress Version Updates
- Partial Design Changes to existing design to increase the site performance
- Check and Fix any Broken Links
- Check for Poor or Fading Images and Replace as Required
- Test all Email Accounts
- Update, Correct or Remove HTML Web Pages as Required
- Update Photo Gallery
- Creation of New Pages
- Recommendations to Customer regarding Website Appearance, Functionality, Look and Feel to Improve Website Performance
- We will remain in touch with your servers and inform you if any server changes are important to your account
- Image Scanning Optimization and Adding Images to Websites
- Verify all Links – Monthly Health Check for Website
- Theme Updates
- Plugin Updates
- Monthly Backups

TIME FRAME

Website maintenance requests are submitted via e-mail. Depending on the complexity of the request, the job will be completed in minimum time. Please Note below points:

- If your query is received after working hours, it will be updated next day during business hours.
- Any query received over the weekend will be updated the next working day.
- If the issue is P1 (Highest Priority), The task will be assigned to Technical Support Team Immediately and shall be dealt as per SLA/SOP's.

If you have any additional information that you think will help us to assist you.

PAYMENT

A. PAYMENT SCHEDULE

Client agrees to pay IT Company a total of agreed amount for the services. The payment is due upon execution of this Agreement. All payments will be due as per the invoice.

B. LATE PAYMENTS

If the Client fails to pay any amount properly due under the Agreement by the due date, IT Company may, after giving notice to the Client, suspend any work until payment is made in full. IT Company reserves the right to withhold delivery of any current work if accounts are not current or overdue invoices are not paid in full.

ENTIRE AGREEMENT

This Agreement contains the entire agreement of the parties with respect to the subject matter of the Agreement. The Agreement supersedes any prior agreements, understandings, or negotiations, whether written or oral. This Agreement can only be amended through a written document formally executed by all parties.

WEBSITE MAINTENANCE

CONTRACT RESPONSIBILITY AND RIGHTS

CLIENT IS RESPONSIBLE TO SUPPLY AND/OR OBTAIN THE RIGHTS AND PERMISSION FOR ANY CONTEXT OR IMAGES TO BE USED ON THE SITE. CLIENT WILL NOT IMPEDE UPON IT COMPANY TO USE "PIRATED

IT COMPANY MUST JOINTLY CLEAR ANY THIRD-PARTY INVOLVEMENT IN THE WEBSITE. IT COMPANY RETAINS THE RIGHT TO DISMEMBER THE WEBSITE IF PAYMENT HAS NOT BEEN RECEIVED, OR THAT THE CLIENT HAS BEEN FOUND IN BREACH OF ANY PART OF THE AGREEMENT. IT COMPANY RETAINS THE

RIGHT TO WITHDRAW SERVICES WITHOUT PENALTY IF ANY MORALLY COMPROMISING ACTIVITY IS ASSOCIATED WITH THE WEBSITE – LEGAL OR ILLEGAL. IF THE CLIENT ATTEMPT IT COMPANY TO VIOLATE THE CONDITIONS, IT COMPANY WILL HAVE THE RIGHT TO DISCONTINUE THE CONTRACT BY WITHOUT REFUNDING ANY MONEY PAID IN ADVANCE BY THE CLIENT.