

WordPress Maintenance Contract

TERMS

Effectively, we offer a quick fix, backup and security updates of plugins. Plus some basic content amendments and additions.

We like to keep things simple but in order to keep things clear as well. By signing up to any of our our web site maintenance plans you agree that:

- We have unfettered access to your servers, website back office and FTP/Control Panel
- You agree that you will pay us at the agreed rate in advance, either monthly or annually.
- You are free to end this contract at any time by providing us with 30 days notice.
- In the event of cancellation refunds will not be given, we will continue to provide the service until the term for which you have paid has expired.
- We take backups weekly but due to the nature of the internet, we cannot at any time guarantee that these backups will have the latest (minute by minute) data, images, text or other content in order to make the website work correctly and you as a client indemnify us (Tracey Rickard Digital Design) against any loss of business that may occur due to data packet loss on any and all downloaded backups that we may keep on our secure storage.
- This service is provided during business hours, Monday-Friday 8.00am-5.30pm (excluding bank holidays)

ADDITIONAL TERMS OPTION 2

- You agree that all amends and additions to your website are reasonable and at no time do amends or additions that we undertake for you include redesign of the template or general layout of the website as a whole.
- Amendments to your website under this agreement cover up to five (500) hundred words that you supply and uploading of web ready images. (we are happy to resize and colour correct, but photoshopping and manipulation will be charged at our normal hourly rate)
- In the case of product based websites. The addition of 1 product per month is covered under this agreement and any additional products added will attract an extra charge of £15.00 per product via invoice and will be paid by you by return
- In the case of portfolio based websites. The addition of one new portfolio per month is covered under this agreement and any additional portfolios added will attract an extra charge of £30 per portfolio via invoice and will be paid by you by return.