

# Website Maintenance Order FORM



## Company Information:

Company Name: ..... Contact Name: .....

Billing Address: .....

..... Email Address: .....

Alt. Email Address: ..... Phone Number: ..... Alt.

Phone Number: ..... Fax: .....

Alternate Contacts: .....

## Website Information:

Website URL: .....

Host Name: .....

FTP Username: .....

FTP Password: .....

## Please choose a package:

Personal \$99p/mth Business \$199p/mth Business + \$399p/mth

## Please choose a payment method:

Pay Monthly Pay Annually – 12 Months (2 months free)

## Payment Type (select one):

PayPal e-Mail address for payment requests: .....

Bank Transfer Credit Card (Visa, Mastercard, Discover, Amex)

Charge for first payment ..... Name on Card:

..... Credit Card Number: ..... Expiration

Date: ..... CVV: .....

Credit Card Billing Address (if different from above): .....

.....

.....

The undersigned agrees to the terms of this agreement overleaf, on behalf of his or her organization or business.

On behalf of the Client: ..... Date ..... On

behalf of The Updaters: ..... Date .....

# Website Maintenance Agreement

This agreement is by and between ..... hereafter "The Client" and The Updaters, hereafter "The Company".

"The Client" is contracting "The Company" as a provider of web site maintenance services. Services not considered 'standard website maintenance' are subject to be charged at a regular hourly rate of £40, and will not be considered part of this contract. What is included in this agreement:

- Edit, revise, update or create new textual content on existing pages based on "The Client" request
  - Consultation, and guidance on the use of the website
  - Maintain a full backup of website through the duration of this contract.
  - This backup will be delivered in full to client on closing of this contract.
- Assist in the creation of marketing materials such as custom email or banner advertisements. Marketing materials must be based on current site design only; new designs are not included in this contract.

What is **NOT** included in this agreement:

Website redesign, re-alignment or re-development Search engine optimization services

CMS design or integration including but not limited to blogs, shopping carts and web forums.

These require a separate design agreement.

## **Total Agreement:**

"The Company" shall provide "The Client" with minor updates to the web site for a period of 12 months within this contract. After that time a new agreement must be drawn up. Minor updates should not exceed more than 50% of the content on any single site page.

During the duration of this contract, the "The Client" agrees that the "The Company" will be the sole provider of maintenance services for the website, and no other party will have access to or rights to change the website. If a party other than the "The Company" makes changes to the website any errors that are created and that must be repaired, will be charged for at the hourly rate specified above.

## **Compensation:**

"The Client" agrees to compensate "The Company" on the 1st day of each month (or annually in advance) via bank transfer or credit card for the amount specified in the following Website maintenance packages: Personal website maintenance package -\$99 per month (or \$990 per annum) Business website maintenance package -\$199 per month (or \$1990 per annum) Business + website maintenance package -\$399 per month (or \$3990 per annum)

In the event "The Client" fails to adhere to the schedule of payment referenced by the deadline set forth, "The Company" retains the rights, but are not obligated, to pursue any or all of the following remedies:

terminate the Agreement immediately stop all works-in-progress or remove unpaid for material bring legal action

## **Deadlines & Deliverables:**

"The Company" will respond to all maintenance requests from "The Client" within 48 hours on weekdays and 72 hours on weekends, via email or phone, with a confirmation that the request was received, and an estimated completion date for each action item in the request.

Maintenance requests received after 5:00pm may not be completed until the next business day unless prior arrangements have been made.

"The Company" will adhere to all quoted deadlines for the deliverables in the maintenance requests at all possible costs. In the event that "The Company" has any issues in delivering on a quoted deadline, "The Client" will be notified via email or telephone the reasoning for any change.

## **Additional Services:**

Any revisions, additions or redesign "The Client" requests "The Company" to perform that is not specified in this document shall be considered "additional" and will require separate agreement and payment. "The Company" shall advise "The Client" on any requested work that falls within these bounds.

## **Authorization:**

"The Client" hereby authorizes "The Company" to access their web hosting account, providing active user name / password combinations for access to the server via FTP, assuring that 'write permissions' are in place on said hosting provider.

## **Termination:**

"The Client" may cancel this website maintenance agreement at any time, by providing one month's written notice, provided that payment is up-to-date. A pro-rata refund will be given for any unused period of the advance payment.

"The Company" reserves the right cancel this website maintenance agreement at any time, for any reason, without prior notification and will provide a cancellation notice either electronically or in writing sent to the address of record.

## **Legal:**

"The Client" and "The Consultant" are independent parties and nothing in this Agreement shall constitute either party as the employer, principal or partner of or joint venture with the other party. Neither "The Client" nor "The Consultant" has any authority to assume or create any obligation or liability, either express or implied, on behalf of the other. This Agreement shall be governed by and construed in accordance with the laws of The United States of America applicable therein.