

# My Maintenance & Waiver Options

Your web design includes **one full month** of free maintenance from the date your site goes live.

It also includes a one hour training of your administrative area on how to update the different elements of your website on your own whether you wish to waive the maintenance plan or retain me.

**Your website is YOURS!**

This training will be conducted with you live via video and recorded for your future reference.

## GENERAL INFORMATION

Leave the technical details to me! With a maintenance plan your website is not only maintained up to date and safe, but it is also backed up on a regular basis.

**I offer ONE maintenance plan and THREE pricing options:**

## MAINTENANCE PLAN INCLUDES

- Regular Wordpress themes & plugin **updates**  
– *value \$70+*
- Regular **backups** (*see technical support for re-stores*)  
– *value \$1500+ (basically the cost of your whole website!)*
- **Technical support\*** – up to 1 hours/month  
(includes minor fixes, questions, etc...)  
– *value \$150+*
  - Includes one full re-store of your site per calendar quarter. Additional re-stores are \$50/each
- **Existing Content** - changes to existing content you may need throughout the year.
  - Examples would be text and photo updates on your home or blog pages, product price changes, and addition of a new service/product or category, etc.
  - Content changes **that require new setup** or are what I consider to be outside of the original scope of work will be quoted an additional fee (see special pricing section).
  - **Special pricing** for additional new development or graphic design needs: to be quoted per requirements.  
– *value between \$125-\$500+*

## PRICING & OTHER OPTIONS

### QUARTERLY

\$125 every 3 months

- \$88 a year savings over the monthly plan
- Re-billed on the 1<sup>st</sup> of the next set of 3 months unless canceled at least 5 days prior
- Non-refundable mid-quarter but can cancel future coverage any time
- Unused hours do not roll over

### MONTHLY

\$49 a month

- Can cancel at any time (5 day notice).
- Once month starts, it is non-refundable for that month
- Unused hours do not roll over

### YEARLY

\$400 a year (must be paid prior to 30 free day expiration)

- \$100 savings over quarterly and \$88 savings over monthly options
- No refunds on this one. Can cancel from year to year

**Waive maintenance.** *Please carefully read what this means:*

- The website will be handed to you completely with **full admin access**.
- You will own monitoring, updating themes and plugins and backing up your website on your own and **I will no longer keep it in my client monitoring system**.
- Should your site break due to changes that you or a 3<sup>rd</sup> party made and recovery or fixes are needed, any or a combination of the following may apply:
  - \$150 fee for re-storing a backup. This backup will be as of the date “I” last worked on it (you will lose the content added since, unless you saved it elsewhere).
  - \$75 per hour minimum re-design charge to **fix and re-establish** the site as needed (due to it being broken).
  - I reserve the right to decline service if an agency or another party is managing the site.
- That said, I am available to you via email for general questions and will do my best to answer them or guide you to the right resource.

**Not setting up a payment plan for maintenance with me automatically assumes you chose to WAIVE MAINTENANCE.**