

**Website Policy**  
(updated 08/26/2017)

**I. Company Website Construction Policy:**

1. Website Construction Rights:
  - a. We *will not* create websites that are religiously or politically affiliated.
  - b. We *will not* create websites that are pornographic in nature, requires the use of obscene language, or that may be offensive to others.
  - c. We reserve the right to refuse the posting of content, both text and/or images, that is or is not related in any way to Website Construction Rights a and b.
  - d. We reserve the right to refuse a customer and/or their request(s).
  - e. We reserve the right to end a service agreement at any time.
2. *Website Services Termination:*
  - a. Construction Phase:
    - i. Failure to comply with the Customer Approval Policy may result in ending the service agreement.
    - ii. Failure to comply with the Customer Responsibility Policy may result in ending the service agreement.
  - b. Hosting:
    - i. A 30-day notice of hosting service cancellation will be provided to completed websites.
    - ii. After 30 days, the hosted website will be disabled and removed from the internet.
3. Website Construction Fee:
  - a. Does not include the cost of your domain name.
  - b. Does not include required domain name renewal fees.
  - c. Does not include required "Hosting" service fees.
  - d. Does not include any required "Content Creation."
  - e. Does not include any requested "Graphic Design."
  - f. Does not include any needed "Photographs."
  - g. Does not include any needed "Research."
4. Website Hosting Requirements:
  - a. A website must be hosted on the internet.
  - b. Our hosting services are setup for a monthly automatic payment.

**II. Website Customer Approval Policy**

1. Website Approval:
  - a. There will be multiple phases that will require your approval.

- b. Please take time to review the 'Website Approvals That Are Required of You' and Website Approval Process section below.
  - c. *Once an approval has been made, it is deemed complete.*
  - d. Requests made after an approval has been made will require submitting a *"Website Change Request"* and comes along with the *associated change request fees*.
  - e. *"Website Change Request"* will be itemized and invoiced at the end of the project.
2. Website Approvals That are Required of You:
- a. Website Layout (Landing Page and Menu)
  - b. Font Approvals (Theme(s) and Size(s))
  - c. Color Approval (Font, Background, Menu)
  - d. Page Approvals (Title, Content, Layout, Images)
3. Website Approval Process:
- a. Page approvals must be completed within 2-days.
  - b. After 2-days, an *automatic* approval occurs.

### **III. Website Customer Responsibility Policy**

1. Responsibilities:
- a. There will be multiple things you must provide for the website at different phases of construction. Please take time to review 'Things You Must Provide for the Website' section to determine if you need to "Make a Request". Failure to provide the needed things will delay the project and may result in added expense.
  - b. Things You Must Provide for the Website:
    - i. A domain name (i.e. *companyname.com*). A website *must have* a domain name.
    - ii. Primary page categories. (i.e. Services, Contact, Profiles)
    - iii. Subcategories (i.e. Service: shampoo, style, color)
    - iv. Typed Content for Each Page (i.e. Profiles: Jane is certified..) Content must be available in a copy and paste format. Content that is not ready to copy/paste will require you to "Make A Request."
    - v. Multiple Images for each page you have requested (i.e. Profiles: A good picture of Jane). Pictures must be in a usable format. JPEG is preferred.
    - vi. Company Logo (if wanted).
    - vii. Graphic Design Work (if needed).
2. Customer Responsibilities:
- a. Provide needed photos or graphics within 3-days or "Make a Request".
  - b. Provide needed written content within 2-days or "Make a Request".

3. Make A Request
  - a. Image Research services are available.
  - b. Content Creation and typing services are available.
  - c. Preliminary Content 'Research' services are available.
4. Hosting
  - a. A website requires a host. We provide hosting services through a reliable host company.

#### **IV. Payment Policy**

1. Website Construction:
  - a. A single payment can be made via Paypal.
    - i. Any extra expenses incurred (i.e. domain name, content creation, graphic design, etc.) will be itemized and invoiced as needed via Paypal.
  - b. Hosting services will require a separate transaction for the monthly automatic payment enrollment.
  - c. Payments can also be made in 3 installments via Paypal.
    - i. 1<sup>st</sup> installment = 50% of payment balance + Cost of Domain
      1. The first installment is due *before* website construction begins.
    - ii. 2<sup>nd</sup> installment = 25% initial payment balance + incurred expenses (if any)
      1. The second installment is due when invoiced.
    - iii. 3<sup>rd</sup> *payment* = remaining balance which will include any extra expenses incurred + Hosting Service Setup & Fee
      1. The third installment is due when invoiced.
      2. Hosting services will require a separate transaction for the monthly automatic payment enrollment.
2. Domain Names:
  - a. Renewals are invoiced at cost + an administration fee via Paypal.
3. *Monthly* Hosting Service Fee:
  - a. Automatic Payment via Paypal.
  - b. If an automatic payment does not occur due to error, you will be notified and invoiced. Invoices must be paid within 24-hours to avoid website suspension.
4. Website Change Requests:
  - a. Customers will be invoiced per change request via Paypal.
  - b. Once the change has been approved, an invoice will be sent via Paypal for payment within 24-hours.

#### **V. Non-Payment Policy**

1. Website Construction Fee –

- a. 1<sup>st</sup> Installment – Website construction will not begin.
  - b. 2<sup>nd</sup> Installment – Website construction will stop after 3-days past due. The website will be removed from the internet after invoice is 7-days past due until the 2<sup>nd</sup> installment + late fees + administrative fees are paid in full.
  - c. 3<sup>rd</sup> *Payment* – Website construction will stop after 3-days past due. The website will be removed from the internet after invoice is 7-days past due until the 3<sup>rd</sup> *payment* + late fees + administrative fees are paid in full.
  - d. Hosting – The website will be disabled and not visible on the internet.
2. Domain Name –The website will be removed and you risk losing your website address (i.e. Target.com is Target’s domain name.)
  3. Monthly Hosting – the website will be disabled after the invoice is 7-days past due.
  4. Monthly Website Change Request – applicable pages and/or changes made may be removed after the invoice is 7 days past due.
  5. *Single* Website Change Requests – applicable changes will not be published until the invoice is paid in full.

## **VI. Refund Policy**

1. All sales transactions are final.
2. “Website Service Terminations” found under the “Website Construction Policy” sections 1 and 2 may deem a partial refund.