

Maintenance Plans

Terms and conditions.

MAINTENANCE TERMS

Picton Parrot Designs offers a full suite backup and security option, including updates of plugins, themes and the WordPress core.

By signing up to any of our Website Maintenance Plans you agree that:

- We have full access to your servers, website back end and FTP/Control Panel on request
- You agree that you will pay us at the agreed rate monthly in advance.
- 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 daily however 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. You as a client indemnify us (Picton Parrot Designs) 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.
- Backups are stored off-site for 90 days.
- This service is provided during business hours, Monday-Friday 9.00am-5.00pm (excluding holidays).
- You will receive a monthly report via email outlining maintenance work undertaken for the month past.
- Our base maintenance plan does not cover website, content or image alterations of any sort unless deemed necessary by us (Picton Parrot Designs) as part of regular upkeep. Website alterations are charged at our standard hourly rate of \$50.00.

CONTENT TERMS

The Content Maintenance Plan offers a small time inclusion to allow for website and content alterations of any sort.

By signing up to our Content Website Maintenance Plan you agree to all above terms and that:

- You agree that all amends and additions to your website are reasonable and do not exceed the monthly time allotment. Additional hours may be added to your package long term at our discounted rate of \$39.00 per hour. Any work exceeding the monthly allotment will be charged at our standard hourly rate of \$50.00. You will be notified if we believe alterations will exceed your monthly allotment.
- Alterations may be given in advance and completed over a number of months to avoid going over your monthly allotment.
- Unused hours are not accumulative and will not roll over into the next month.
- Content hours may be used towards SEO work.

SEO TERMS

The Content Maintenance Plan offers a small time inclusion to allow for website and content alterations of any sort.

By signing up to our SEO Website Maintenance Plan you agree to all above terms and that:

- Set up fees will be paid upfront, in advance at the initiation of your plan.
- We have full access to your Google Analytics account. If you do not currently have an account set up we can organise this on a Google account of your choosing or if necessary on our own Google account.
- While we are able to alter your website and content to fit SEO recommendations, Google's algorithm for search results is regularly changing. Experiencing drops in ranking position is a normal part of SEO. Part of the SEO Plan is to address and analyze and sudden drops in search results and react accordingly. You as a client indemnify us (Picton Parrot Designs) against any loss of business that may occur as permanent SEO results can never be guaranteed.

If you have any questions regarding your plan you may contact us during business hours on the details below.