

Website Maintenance Plan

\$75/month (price may vary depending on services provided)

Maintenance

We will maintain the site to make sure it's always up and working great. This includes keeping the WordPress software, theme, plugins and other software up-to-date, along with **daily website backups**. Should your website ever go down, this agreement covers getting your website back online, except in those cases out of the control of HM Marketing, which would otherwise prevent or inhibit us from reactivating it.

Custom Services for Your Website

As additional services are needed or requested, they will either be added to this existing plan, or a new price estimate may be required. If any of these services require more than 1 total hour combined in a calendar month, there may be additional fees, discussed in advance.

1. Assist your team in maintaining Webhooks & API's, and assist in troubleshooting if systems are not communicating.
2. Update contact info throughout website as needed (phone numbers, emails, addresses)
3. Provide custom reporting based on sales channels and needs
4. Update Privacy Policy / Terms & Conditions as necessary

Email Hosting

If you need professional @yourdomain.com email accounts, our hosting/maintenance plan includes adding up to 5 new email addresses. Additional emails will be a one-time setup fee of \$15 each. Email migration from your old host to a new one would be a separate scope of work.

Anti-Spam

Activate and maintain software to drastically cut down on the amount of Spam. We will also add CAPTCHA's to forms as needed to further mitigate Spam.

Monthly Visitor / Site Analytics

We will monitor Google Analytics and Google Search Console, and provide reports upon request to track how many visitors are coming to the site each month and what pages are being viewed so you can see what actions are being taken on your website. We customize these reports depending on what data is most important to your organization. If reporting requires more than 1 total hour combined in a calendar month, there may be additional fees, discussed in advance.

Website Content Updates

Content and design updates will be charged our hourly rate will be \$75 per hour. Updates will be presented in a separate estimate and agreed upon before starting work.

Phone/Email Support

We are available via phone/email/text to fix technical or design errors with the website.

You Maintain Control & Ownership

You will always remain in complete control of your domain, even if we move the website to a new host. The way we accomplish this is by pointing the DNS (Domain Name Server) from your current hosting to our version of your domain at our hosting at Dreamhost.com. **You maintain 100% ownership and control of your domain name and the website.**

Unsupported Plugins & Software

If plugins or other software that runs your website stops being supported by their original developers, we will consult with you and suggest other options to meet your needs. These suggestions may require an additional investment to implement.

Other User Errors

We will not be held liable or at fault for changes other users make to the website. If another user causes errors, we will assist in fixing the issue, but there may be additional charges to identify the errors and correct them. We will address these additional charges at the time of the occurrence.

Legal Stuff

We will not be held liable to you or any third-party for damages, including lost profits, lost savings or other incidental, consequential, or special damages, even if you've advised us of them. Finally, if any provision of this contract shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this contract and shall not affect the validity and enforceability of any remaining provisions.

Terms & Agreement

On the 1st of each month, you (client) agrees to pay \$75, setup on an auto-recurring credit card payment. This Agreement will automatically renew for successive twelve (12) month Terms and can be canceled with 30 days written notice. Renewal prices may be subject to change. If we do not receive payment each month by the 10th, maintenance may not be continued on the website until that payment is received. If after 90 days, payment is not received, your website may become inactive. We will make every attempt to contact you before this happens. If you ever need to update your card information, please email us at greg@helpingmerchants.com or call us at (916) 992-4744.

Client Name _____

Greg Fisher _____

Business Name _____

HM Marketing _____

Date _____

Date _____