



# Website Care Plans

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## 1. Plan Summary

SHONA GUTHRIE & ASSOCIATES (SGWD) is a company that is a leader in their field for Web Development & Maintenance. In order to continue at optimal performance and security, your website needs to be on an ongoing website care plan which will provide security, up-to-date information and optimisation.

Below are the details of SGWD website care plan, commonly asked questions, and terms of agreement. This information is aimed at providing you with information regarding ongoing care and support to your company through a partnership with SGWD to be your dedicated webmaster for their WordPress website.

## 2. Business Needs:

Specifically, the ongoing website care will fulfill the following business needs:

- Continual performance with reduced errors and optimal load times
- Monitoring for any issues during WordPress updates, including plugins
- Ensuring website content is updated and spelling / grammar mistakes and typos are removed.

## 3. Plan Details

Plan Details:

The monthly plan can consist executing the following services, depending on the plan you choose:

- Update WordPress Version
- Update WordPress Plugins
- Backup of Database and Site Files
- Database Optimization
- SPAM & Revisions Cleanup
- Security and Performance Scans
- Performance Optimization
- Detailed Monthly Report
- Monthly Site Backups
- Change Requests
- Email Support



You can view the options for ongoing plans on our webpage [Website Care Plan Packages](#)

## **FAQs:**

### **Q: Why do I need an ongoing plan to update my WordPress version?**

A: It is not guaranteed that the mandated updates to WordPress will not break the website, nor that plugins will continue to function if not updated.

For this reason, having a trained web specialist on hand to monitor the website is necessary to update plugins, rollback plugins, replace plugins or even adjust the theme to continue optimal performance.

### **Q: Can I cancel anytime?**

A: Yes, you can cancel anytime. You are under no obligation to continue the ongoing service. We just ask you give us 30 days notice so we can carry out our last thorough update of the website, supply you with a full backup and remove our administrator credentials.

### **Q: How do I contact you when I have a problem?**

A: We provide a support ticket desk for quick turnaround and tracking of all support requests. You can submit all requests to [shonaguthriewebdesign@gmail.com](mailto:shonaguthriewebdesign@gmail.com) and we will reply within normal business hours.

### **Q: Will you help with SEO, social media, graphics and other requests?**

A: Depending on the plan you choose, yes we can help you with these items.

## **Agreement – This is a recurring plan you will be charged automatically.**

### **Pricing & Payments:**

Once a client of SGWD, you authorise SGWD to charge the payment method you submitted for all the invoices generated for the services rendered under this ongoing website care plan.

### **Cancellation:**

Cancellation of any monthly recurring service can occur at any time after your first one calendar month of service.

In order to cancel your recurring payment or change payment method, simply contact SGWD prior to your payment's due date.



### **Third Party or Client Page Modification:**

You acknowledge that you or your staff have access to independently edit or update web pages within WordPress platform.

You also acknowledge that anyone other than SGWD or its subcontractors / associates who attempt to update the website and damages the design or impairs the ability for the web pages to display or function properly, may result in time to repair the web pages in order to restore the website.

In this event, damages will be assessed at an hourly rate of \$60 per hour with a one-hour minimum. Work to repair the website from third-party modifications is outside of the support time and scope of the ongoing website care.

### **Limitation of Liability; Disclaimer of Warranties:**

Although there are limitations to the guarantees we can provide, your satisfaction is very important to us. Please read and understand our limits of liability before engaging in our services.

Although we strive for your website's optimal performance and security, we did not build the WordPress software or plugins used on the website, nor are supplying the hosting platform it runs on.

For this reason, SGWD does not represent, guarantee or warrant that the functions contained in these webpages or internet website will be uninterrupted, error-free, free from loss, corruption, attack, viruses, interference, hacking, or other security intrusions, and SGWD disclaims any liability relating thereto.

To the extent not prohibited by law, in no event will SGWD be liable to the client or any third party for any damages, including, but not limited to, any lost profits, lost savings, loss of data, business interruption, or incidental, consequential or special damages arising out of the operation of or inability to operate these webpages or website, however caused, even if SGWD has been advised of the possibility of such damages.

### **To proceed with an ongoing website care plan**

- 1 Contact SGWD to determine and discuss the most appropriate care plan for your company.
- 2 Sign and agree to the terms provided in the care plan.
- 3 Provide credit card information on the link provided in the care plan for the ongoing monthly charge.