Project Handoff - Inferno Ink

Congratulations, Inferno Ink!

Your new e-commerce website, developed by Garfish Digital, is now **LIVE** and ready to empower your business. We're thrilled to have completed this project and are excited for you to begin leveraging your powerful new online presence to sell merchandise and manage your studio.

This guide provides all the essential information you need for managing and maintaining your website moving forward.

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1. Website Ownership & Access

- **Full Ownership:** Upon receipt of final payment, you, Inferno Ink, hold full ownership of the custom website design, code, and content developed specifically for this project.
- **Key Credentials:** All necessary login details (e.g., website administrator panel for product management, hosting account, domain registrar, payment gateway access) have been securely provided to you via [Specify secure method, e.g., a shared password manager vault, or securely delivered during our handoff meeting].
  - **Crucial:** We strongly recommend that you **change all provided temporary passwords immediately** to secure your new digital property.

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2. Website Backup Strategy

- **Initial Backup:** Garfish Digital has performed a comprehensive backup of your entire website (files and database) at the time of launch. This backup has been provided to you, or details on how to access it from your hosting provider have been shared.
- **Ongoing Backups:** We highly recommend establishing a regular, automated backup routine for your website. This is vital for security and peace of mind, protecting your product catalog and customer data. Please consult your hosting provider's documentation or consider a dedicated backup service. Our optional "Sentinel's Watch" maintenance plans (see Section 5) include robust backup solutions.

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3. Third-Party Services & Accounts

Your website utilizes various third-party services and platforms to ensure its full e-commerce and operational functionality. Please note the following responsibilities:

- **Domain Name Registration:** [e.g., GoDaddy, Namecheap]
  - **Responsible Party:** Client is responsible for ongoing renewal fees and management of your domain name.
- **Website Hosting Provider:** [e.g., Netlify, Vercel for frontend; separate hosting for backend if applicable]
  - **Responsible Party:** Client is responsible for ongoing hosting fees and direct management of your hosting account(s).
- **Payment Gateway:** [e.g., Stripe, PayPal, Square]
  - **Responsible Party:** Client is responsible for ongoing transaction fees and management of this account.
- **Premium Plugins/Services (if applicable):** [List specific plugins/services, e.g., specific e-commerce plugins, analytics tools, email notification service]
  - **Responsible Party:** Client is responsible for any ongoing licensing fees and renewals for these services.

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4. Liability Disclaimer

Garfish Digital LLC warrants that the website was developed professionally and in accordance with the specifications outlined in the "Project Agreement."

After the project's final launch and handoff, the Client assumes full responsibility for:

- The accuracy, legality, and ongoing updates of all website content, including product listings, pricing, and studio policies.
- Ensuring ongoing website security, including updating software (CMS, plugins, themes, backend dependencies), managing user access, and protecting against malicious activity.
- Any issues arising from client-initiated modifications to code or content, third-party integrations not part of the original scope, or actions by other service providers (e.g., hosting, domain, email services).

Garfish Digital LLC is not liable for issues stemming from client actions, third-party services, or future technological changes beyond the scope of this Agreement.

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5. Maintenance & Support Options

Your website is a dynamic asset that requires ongoing care to remain secure, fast, and effective, especially with e-commerce functionality.

- **Basic Support:** For minor questions related to your site's core functionality as delivered, you may contact us at [Your Support Email Address] or [Your Support Phone Number]. We aim to respond to general inquiries within 1-2 business days.
- **What's Not Covered:** This basic support does not include significant new feature development, major design changes, extensive content updates (e.g., adding many new products), or troubleshooting issues caused by external factors (e.g., changes to third-party services, client-initiated code modifications). These will be quoted as separate projects.
- **Ongoing Maintenance Packages (Recommended):** For continuous security, performance, and peace of mind, we highly recommend our **"Sentinel's Watch" maintenance plans.** These plans offer regular updates, backups, security monitoring, and dedicated support to keep your e-commerce operations smooth.
  - **Learn More:** You can find full details on our maintenance packages, including what each tier covers, on our website: [Link to your Tiers & Pricing / Maintenance Plans page] or by contacting Gary directly at [Gary's Email/Phone].

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6. Training & Resources

To help you confidently manage your new website, especially the product catalog and order management, we have provided/will provide the following resources:

- **Website Training Session:** [Details, e.g., "A 2-hour virtual training session on managing your product catalog, processing orders, and updating basic website content via the Admin Dashboard, scheduled for [Date/Time]."]
- **Helpful Guides:** [Link to any short tutorials, FAQs, or a basic user guide you've created for common tasks like adding a new product, processing an order, or managing blog posts].

Garfish Digital LLC is committed to your continued success. We are here to support your digital journey.