

WEBSITE & ONLINE ORDERING CASE APPLICATION PROCEDURE

1. **Submission of Application:** Submit completely filled up Application Form via email or fax to:

Email: support@go3solutions.com

2. **Application Processing:** Application Processing will contact customer to verify application.

Basis of Website Application Approval: All forms, materials and content required to build a website has been completed.

Requirements:

- Completed Application Form
- Void Check
- Menu / Service Details & Pricing
- Images: if none, GO3 can provide

IMPORTANT:

- If any requirements are missing the project will not be processed.

3. **Project Kick Off:** Project development will be started once requirements are completed.
A support will be assigned per case to handle development and any concerns. Assigned support will contact Reseller/Client and notify them they will be the direct contact handling their case.
4. **Website Preview:** Support will contact customer to preview website for any changes needed.
Urgent cases will be charged an extra fee: \$75.00

Days are all in Business Days

Type	Business Days
Basic Presentation Website with Template	5-7 days
Website + Online Ordering	5-7 days
Menu Build-Out Page	5 days
Website Update (Coupon, Images, Address, Contact Info)	2 days
Menu Update	4 days

5. **Website Approval:**
 - a. An Email request to upload to Live sent from the merchant's email stated in the application from or
 - b. An Approval Form must be signed by the client and submitted before the website can be uploaded to live.GO3 will not accept liability for errors overlooked once it has been approved. After this form has been submitted, all other requests, may be charged according to both time and materials to which a separate website update/change quote will be submitted for your approval.
6. **Live Confirmation:** Customer and Agent will be notified via email once their website has been uploaded to LIVE.
7. **Domain Name:** Domain names must be registered by GO3. If client has a domain name already he must transfer his domain name to GO3.
8. **Website Cancellation:** A Cancellation Form must be completed by the client and submitted 90 days prior to renewal date of the website. Otherwise, client will be liable for any fees that may apply to their account. Also, client will not be able to retrieve or keep the domain name after web service has been cancelled.

9. **Customer Support:**

Tel: 888-377-3818	Email: support@go3solutions.com
Fax: 888-407-0777	Chat: www.go3studio.com