

## **Website Maintenance Agreement**

This website maintenance agreement is between \_\_\_\_\_  
(Client) and \_\_\_\_\_ (Service Company).

### **Services Provided**

Website maintenance plans include the following tasks:

- Adding, changing or removing text and images provided by the client
- Adding blog posts provided by the client
- Resizing of images
- Making changes to an email campaign
- Adding, changing or removing of links
- Fixing broken links and error pages
- Changing colors or layout to current pages
- Adding or removing pages
- Adding or removing menus
- Generating a sitemap
- Updating meta keywords, titles or descriptions as part of an SEO plan
- Providing traffic analytics and visitor details
- Providing SEO recommendations

### **Additional Services**

Website maintenance plans do not include the following services, however, these services can be purchased separately.

- Graphic design
- Copywriting
- Website redesign
- Blog creation or set-up
- Search engine optimization work
- Logo design
- Purchasing of any third party services

## Copyright

The Client agrees to indemnify and hold harmless the Service Company against any and all claims, costs, and expenses, including attorney's fees, due to materials included in the Work at the request of the Client for which no copyright permission or previous release was requested or uses which exceed the uses allowed pursuant to a permission or release.

## Payment

Prepaid website maintenance plans are billed automatically on the 1st of every month. If payment is not received by the 1st of the month, work will be billed at the standard hourly rate and any hours performed will not be counted towards the maintenance plan after payment has been received.

In the event you wish to cancel, you must submit your request 15 days prior to the end of the month and you will not be billed again. Your plan will then expire in the current month.

## Terms

Unused time does not rollover. All website maintenance tasks are billed in one hour increments. We encourage you to send several updates simultaneously to get the most of the time available.

Any updates that exceed the allotted time will be billed at the plans reduced hourly rate in 30 minute increments. These updates will be billed on the next month's invoice.

## Selected Website Maintenance Plan

Select Plan	Plan Name	Details	Cost
	Platinum	20 hours of prepaid website maintenace <i>(reduced hourly rate of \$_____)</i>	\$_____
	Gold	10 hours of prepaid website maintenace <i>(reduced hourly rate of \$_____)</i>	\$_____
	Silver	5 hours of prepaid website maintenace <i>(reduced hourly rate of \$_____)</i>	\$_____

## Assignment of Work

Service Company reserves the right to assign subcontractors tasks to ensure tasks are completed on time and with high quality.

## Authorization

The Client is engaging the Service Company to perform website maintenance tasks as described above on the Client's server. The Client hereby authorizes the Service Company to access this account for the purposes of developing and maintaining the website to be created.

**The undersigned agrees to the terms of this agreement on behalf of his or her organization or business.**

On behalf of the Client: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

Your Business Name: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)