

Introduction

The Vera Digital team will always do our utmost to ensure your expectations and needs are met, but it is very important to us that both your business and ours is protected in the event that something should go wrong.

In a Nutshell

You are hiring Vera Digital to either build your business a new website or to assist you in your marketing needs for the agreed-upon price. You will either be working with us on an adhoc basis, for a projected project timeline or for a fixed period of 3 or 12 months, depending on the product offering selected. Should you take one of our Rent-A-Website options, your contractual obligation will be completed after 12 months, at which time you will roll into our month-to-month management plan or you may take your website and leave Vera Digital.

What The Client Agrees To:

You have the authority to enter into this contract on behalf of yourself, your company, or your organization. You'll give us the assets and information required to complete the project. You will ensure to do this within the timelines outlined and provide it in the formats we ask for. You'll review our work, and provide feedback and approval in a timely manner. Deadlines work two ways, so you'll also be bound to keep the project moving speedily. You also agree to stick to the payment schedule set out by the terms of the subscription billing.

What Vera Digital Agrees To:

We have the experience and ability to do everything we've agreed with you and we'll do it all in a professional and timely manner as per our [client service agreement](#).

Project Timeline

Our development time is project dependent and will be discussed with you during the onboarding process.. The timeframe may fluctuate, for a specific deadline please consult your project manager. Add-on services such as content writing or extra pages will add up to 2 business days per item onto our project timeline. Custom websites will take longer and standard websites. Typical correspondence from the client should not take more than one business day. Any wait time beyond this may add additional time to the project being launched. Our development time is accounting for our deliverability but does not account for any additional time added to the project by the client changing scope of work, revisions, or lacking in communication. These extenuating factors will delay your project timeframe.

What Will be Included in the Website Build

The predetermined amount of pages proposed or on what package contains (additional pages and content writing are an additional fee) on-page SEO, mobile/tablet optimization, and custom contact forms. Our custom-made websites will allow customers to ask for limited revisions or make design changes.

Revisions

You may request up to two rounds of revisions of our initial design concept. Any additional revisions will be an additional cost. Once the initial design concept (the home page) is approved, the rest of the website will be built with the same design and functionality. Any revisions requested after the initial design concept has been accepted will invoke a fee which will be determined by the scope and complexity that is

requested. We will determine the scope and provide you a quote necessary for the requested revision, to which you may approve or request changes to the scope in order to alter the quote.

What Will be Included in the Monthly Maintenance

Premium web hosting, security certificates, 3rd party backups, uptime monitoring, plugin updates, theme updates, WordPress updates, content edits within the timeframe allocated to your chosen package, and unlimited support available when you need it!

Communication Guidelines

You will have a go-to team member that will be your primary line of communication. Kindly communicate any queries, questions or tasks you may have via email within our business hours. If there is a sensitive matter and you absolutely need to speak on the phone you may request a scheduled call with your assigned team member, simply email them asking for their call schedule.

Website Ownership

While your website is being paid off, you have a complete and unrestricted license to use the website in any way you wish. You will not however be given ownership of the WordPress files until your website is fully paid off. Once your website is fully paid off you will continue to have an unrestricted license to use the website in any way you wish as well as full control of any and all website files. We maintain the right and ownership to utilize any designs and images that we created for your project to be utilized in any of our other projects.

Displaying Our Work

We reserve the right to display all aspects of our creative work, including screenshots, work-in-progress designs, and the completed project on our portfolio and in articles on websites or any other media.

Requirements of the Client

After you select your service(s) of choice and payment is made our onboarding process will start where you will be able to submit your company's information to us in our onboarding form and submit all of the media that you wish to have on your website. Please submit all images and videos to us at one time, please do not send media to us in pieces over a period of time but rather please deliver everything to us at once. We will not begin working on your project until your onboarding form is submitted and all of your media has been delivered to us.

Content Submitted By The Client

You will be responsible to deliver all necessary content writing for your website. You will be provided access to the website, or a site wireframe with content guidelines, where you will be able to see all the areas you need to provide writing for. You will be responsible for providing all of the necessary content for your website in one document. If your content is not completed please do not send pieces of it at various times because it will not be accepted, it must all be delivered at one time in one document.

On the social media packages, any visual content to be used must be submitted between the 20th and the 25th of each month via the google folder that will be created. It will be your responsibility to let the team

know of any sales or promotions that you may be running in order to ensure the accuracy of information put out on the respective social media platforms.

Payment Schedule

We're sure you understand how important it is as a small business that you keep up on your automatic billing. Your credit card will be billed monthly for the amount agreed upon once per month through our billing system.

Early Termination on Yearly Contracts

Any contracts that are terminated before the final 12-month Agreement is completed on the rent-a-website packages will be given a cancellation fee of 50% of your remaining balance and your website will be terminated. If you wish to cancel your contract and take your website to another provider the remaining balance of your contract must be paid in full, then will we package up your website files and transfer them over to you. If you cancel your billing before your 12 month commitment is completed, or dispute any monthly payment to Vera Digital this will voluntarily cancel your contract with Vera Digital and the early termination clause will be invoked immediately.

Late Payments

We understand you may have a late payment due to insufficient funds or an expired credit card, we understand this and will email you reminding you that your payment was missed. Any and all payments that are 7 days past due will cause your site to freeze immediately. Once billing is re-established and all past due balances paid we will re-activate your site. Upon re-activating your website due to nonpayment, a R 150.00 reactivation fee will be charged to your account.

Delinquent and Defaulted Payments

If you are delinquent for more than one month in your billing, your website will be automatically frozen. If your billing reaches three months of delinquent payments your billing contract will be considered to have defaulted and the full balance of your remaining contract will be due in order to get your website back online.

Moving Forward After the Initial Contract is Completed

Once your contract is up your monthly billing will automatically drop to the base minimum of R 399.00 per month. This is our month-to-month ongoing website hosting and crucial maintenance cost. If you wish to cancel your billing after the 12-month period you are free to do so. If you choose not to cancel you will automatically continue in our month-to-month ongoing website maintenance plan. Here are the two possible actions you may choose after your 12-month plan is completed.

Option 1.

No action is necessary, you will automatically move to our month-to-month maintenance plan. From here you can enjoy the benefits of having peace of mind knowing that we will actively host and maintain your website for R 399.00 per month. This can be canceled at any time.

Option 2.

Cancel all services with Vera Digital. We can package up your website files and deliver them over to you to host, manage, and maintain your own website moving forward. You will have a grace period of 2 weeks once your contract is up to move your website to another hosting provider if you do so choose.

30 Day Money Back Guarantee

We guarantee your subscription purchase for 30 days. If at any time you wish to cancel just let us know and we will cancel your contract. Your 30-day warranty begins the day that you sign this contract or begin paying whichever is first. If you do not cancel within the first 30 days your contract will then be locked in and you are not able to terminate your contract after that point. The 30-day money-back guarantee is exclusively granted to your website subscription package. It does not warranty any other add-on purchases.

Month to Month Social Media Services & Ad Spend

1 Payment and Automatic Renewal:

By purchasing a Month to Month Social Media Package/Ad Spend from Vera Digital, you authorize us to charge your designated payment method automatically. The charges will be applied on a monthly basis, starting from the date of purchase. Unless canceled within the stipulated time frame, the package will automatically renew for subsequent months.

2.Cancellation Policy

If you wish to cancel your Month to Month Social Media Package/Ad Spend, you must notify Vera Digital by following the cancellation procedure. Cancellations must be made within 7 days prior to the renewal date to avoid being charged for the subsequent month. Cancellation requests can be submitted via email or through the designated cancellation form on our website. If the cancellation is received after the 7-day period, the package will be renewed for the following month, and the corresponding charges will apply.

3.Refunds and Prorated Charges:

Vera Digital does not provide refunds for unused portions of a Month to Month Social Media Package/Ad Spend. In case of cancellation within the stipulated time frame, the package will remain active until the end of the current billing cycle, and no further charges will apply.

4.Modification and Termination:

Vera Digital reserves the right to modify, suspend, or terminate the Month to Month Social Media Packages/Ad Spend at any time, with or without notice. In the event of termination, you will be notified in advance, and any prepaid fees for unused portions of the package will be refunded.

5.Liability:

Vera Digital shall not be held liable for any loss, damage, or liability resulting from the use or inability to use the Month to Month Social Media Packages/Ad Spend. Vera Digital does not guarantee specific outcomes or results from the social media services provided.

The Dotted Line

By Clicking I agree you will be agreeing to all the terms set out in the enclosed document as well as our client service agreement.