



Huberius Marketing Group

A Division Of Castleton Consulting, Inc.

Web Maintenance Terms & Conditions

General Conditions

1. The Web maintenance agreement is a month to month agreement.
2. The Web maintenance service is not transferable to another web site, another client, or another web maintenance period.

Object

3. The Web maintenance covers:
 - a. Text updates
 - b. Picture replacement
 - c. New pages in the same web site layout.
 - d. Help with email accounts (setup on the server, change password, forward if possible)
 - e. Layout changes
 - f. Shopping cart updates
4. The Web maintenance work does not include:
 - a. Database implementation
 - b. Database maintenance
5. Contacting a third party for technical support, including the waiting time will be billed accordingly.
6. *Huberius Marketing Group* will not perform routine check of the maintained Web site.
7. *Huberius Marketing Group* does not edit Web content and is not responsible for mistakes and inaccuracies.

Time Frame And Maintenance Process

8. The Web maintenance agreement starts at the 1st of the month and ends on the last Friday of the month.
9. In order for the Web maintenance work to be considered within the month, the specs have to be received two days prior to the end of the maintenance period.
10. Web updates and other maintenance specs will be receive ONLY by email (no fax or telephone).
11. The client will receive an account statement at the end of every maintenance period.

Pricing & Payment

12. The Web maintenance fee is \$75/hour, billable in 15 minutes units.
13. Any maintenance work will be performed only if and after the Client account covers the entire cost of the maintenance work.
14. For Web sites not designed and/or developed by *Huberius Marketing Group* a onetime fee of \$125.00 will be charged for account preparation.
15. If the maintenance work exceeds 12 hours/month, every next hour within the month will be discounted at 10%.
16. Discounted prices do not apply for the next month maintenance period.
17. Discounted prices do not apply if the payment is not being made within the discounted month.

Note: *In order to avoid delays in Web Maintenance updates, we strongly suggest that the Client makes sure to have a credit of at least \$37.50 in his maintenance account.*

Contract Termination

18. Both *The Client* and *Huberius Marketing Group* can cancel the web maintenance agreement any time for the next maintenance period.
19. The credit available at contract termination will be refunded, minus transaction fees that may result.