

# GRIFFIN WEB DESIGN POLICIES / TERMS OF SERVICE

## I. PROJECT INITIATION

The initiation of a web design or development project requires a signed or electronically submitted signup form and payment of half of the initial web design/development fees.

## II. TWO WEEK GUARANTEE

**Two Week Guarantee on Mockups** - Griffin Web Design takes pride in handling requests in a timely manner. Starting from the date of the project initiation, Griffin Web Design will submit an initial mockup to the client within ten business days or the client will be entitled to a \$100 discount off the second half of the initial web design fees. If the client requires modifications to the design, the same two-week guarantee applies on subsequent mockups starting from the time the feedback is given on the previous mockup.

**Two Week Guarantee on Five Page Websites** - Also, starting from the date on which the client submits all content and any other administrative needs (passwords, etc.) or the date on which the client approves the mockup (whichever is later), Griffin Web Design will convert the approved mockup into website format and add the text for the home page and first four sub pages within ten business days or the client will be entitled to a \$100 discount off the second half of the initial web design fees. This guarantee applies only to information-based sites. The turnaround time on e-commerce sites or websites with custom programming are based on the size of the project and the list of other projects in the development queue.

## III. OWNERSHIP OF WEBSITE DESIGN

Upon completion of a website design and payment of web design and development fees, the client is the owner of the commissioned website. The client may continue to use the commissioned website to promote the client's company or organization regardless of whether he/she chooses to continue further services with Griffin Web Design. The client does not have the right to resell the design or development to other companies. The client does have the right to add pages onto the existing site or have another company add pages onto the existing site using the commissioned website design/development.

## IV. OWNERSHIP OF WEBSITE DOMAIN NAME

Website domain names are leased from domain name registration companies. When Griffin Web Design registers a domain name for a client, that registration will be made in the client's name. Upon payment of any outstanding fees, the client has the right to use that domain name regardless of whether he/she chooses to continue further services with Griffin Web Design. Domain name renewal and renewal fees are the responsibility of the client. If the client chooses to have Griffin Web Design renew the domain name on behalf of the client, an additional service fee may apply.

## V. OWNERSHIP AND COPYRIGHT OF CONTENT

All text and photos used as content in a commissioned website must be provided by the client. The client must have ownership or written permission to use all content he/she provides for use. Griffin Web Design cannot be responsible for copyright infringements on behalf of clients.

## **VI. HOW CONTENT MAY BE SUBMITTED**

All content must be submitted electronically via email (contact us for the correct email address) or on CD mailed to Griffin Web Design, P.O. Box 329, Sunny Side, GA 30284-0329. Both text and photos/graphics must be clearly labeled with the name of the page on which it will be displayed. Content may not be submitted via fax or paper copies. Exceptions to this policy must be approved in advance and will incur a surcharge.

## **VII. TIME REQUIREMENTS FOR SUBMITTING CONTENT AND/OR OTHER INFORMATION**

Griffin Web Design cannot complete a website if the client does not provide content (the text and/or photos to be used in the website). If Griffin Web Design is waiting for content or other pieces of information or administrative steps (such as domain passwords, hosting passwords, required third party services, etc.), the client will be notified. If the client fails to handle the requests in a timely manner, the website may be delayed. (Professional writing and photography services are available for a surcharge if the client needs assistance with content development.) If the client-driven delays continue, Griffin Web Design will complete as much of the project as possible without the missing elements. In order to keep all accounts current, Griffin Web Design may bill for the completed project and add missing elements later at they are received.

## **VIII. HOW MUCH CONTENT MAY BE SUBMITTED PER PAGE**

Due to load time considerations and the flat rate charged for web pages, there is a limit on what can be included in a single web page. A web page can hold the equivalent of about 2 and ½ pages of the content that would typically fit on an 8 ½" x 11" piece of paper. If the content is straight text without any pictures, tables, graphs, etc., this equates to about 2000 words. If there are pictures, or tables, etc., then less text will fit. Additionally, a web page may include up to about six photos on a page. If a client's content does not fit within these parameters, an additional web page should be purchased.

## **IX. HOW REVISIONS TO A WEBSITE DESIGN ARE HANDLED**

The web design signup form is the contract which describes the look a commissioned web design project will achieve. Design preferences should be specified at that time, prior to the commencement of any design work. If any design preference stated in the web design signup form was not met, the adjustments will be made free of charge. If the client develops preferences or changes his/her mind after the completion of the work, adjustments will be made by the hour at \$90.00 per hour.

## **X. DESIGNS FOR SUB PAGES**

Unless otherwise specified in the design contract, subpages of any website will use the same design as the home page. Mockups are not provided for sub pages. Formatting requests for sub pages will be considered but will not be guaranteed. If the client requires specific looks or formatting for sub pages, this request should be made at the time of the initial contract and may incur additional fees.

## **XI. HOW WEBSITE MAINTENANCE REQUESTS ARE HANDLED**

Clients who have signed up for a maintenance plan receive discounts off the web designer's hourly rates. The standard half hour maintenance plan is enough time to add about five photos and a few paragraphs of text. Clients on a Griffin Web Design web maintenance plan may send update requests via email (contact us for the correct email address). Routine maintenance which fits into the allotted time specified in the client's maintenance plan is

typically completed in about three to four business days. If a client on a website maintenance plan requests more than the scheduled amount of maintenance, he/she will be given a quote and, if approved, the additional work will be completed at a discounted rate of \$75.00 per hour and the turnaround time will be based on workload issues. Clients who are not on any maintenance plan may request website updates at the full \$90.00 hourly rate and the turnaround time will be based on workload issues.

Monthly maintenance plan fees are separate from hosting fees and may be cancelled at any time (see details under the Termination of Services section).

## **XII. HOW TECHNICAL SUPPORT IS HANDLED**

Clients whose websites are hosted by Griffin Web Design have access to emergency technical support 24 hours a day. In the event of a website hosting (or hosted email) emergency, clients should leave a voicemail message and a technician will be paged. The phone number is listed on the Contact Us page. Please note, technical support cannot be provided for clients' individual computer issues.

## **XIII. PAYMENT POLICIES**

Initial website design and development fees are due half up-front and half within five business days of completion. Payment for monthly services such as Hosting and Maintenance are due net 20. Griffin Web Design reserves the right to charge a late fee of 20% up to a maximum of \$25.00 for payments received after net 30. Accounts at net 60 are at risk of termination. Clients experiencing financial hardship should contact Griffin Web Design to discuss payment options.

## **XIV. TERMINATION OF SERVICES**

If the client changes his/her mind about doing work with Griffin Web Design during the course of the initial web design or development phase, the client will be responsible for the amount of work already completed. Depending on the amount of work completed at the time of cancellation, this may mean receiving a full refund, a partial refund, no refund, or owing additional fees.

In order to protect clients from unintentional service interruption, clients wishing to terminate any services must request the service termination in writing. If a client received a discount as an incentive to commit to 12 months of hosting and/or maintenance, and if the 12 month commitment has not passed, the client is responsible to pay for the amount of the discount received.

## **XV. REFUSAL OF SERVICE**

Griffin Web Design reserves the right to decline to do business with any client for any reason.

## **XVI. CHANGES TO TERMS OF SERVICE**

Griffin Web Design reserves the right to change these terms of services at any time for any reason.