

TERMS:

If you have any questions or concerns with any of these terms, please contact us.

1 All Inclusive Hosting and Management Services are paid yearly. Management, updating, security and server services continue and are charged on an ongoing yearly basis. When you agree to start your All Inclusive Services with Vernon Websites, you are agreeing to pay for website hosting, security monitoring, website software updates, non-premium plugin software updates, and basic text and image edits. This is the BASE price of the services. You may find you might need to upgrade hosting space or email accounts during this time and those upgrades and pricing are detailed further below. Those upgrades, should you find you need them later, are in addition to the "All Inclusive" services price. When you agree to this, Payment for starting your hosting and services is due immediately on signing up so we can set up the hosting space, register your domain names, and get the installation started on your website.

2 A standard priced website built with WordPress. Websites and hosting on the AIHMS start with 4000MB of space for your website INCLUDING your email accounts mailbox space. (More on email accounts in 3) This is usually more than enough to run a pretty large website, and even an online store (which is extra to set up and install). Space should not normally be an issue if you manage your file sizes. Videos should be embedded from your youtube accounts to save your file space on your website. If additional space is needed this is invoiced at a price of \$2.99 per 1000MB of additional space per month paid on a yearly basis. Building of a new site can take varying amounts of time so a price to create a site is an attempt to quote a price around expectations, and the amount of work needed, and can go up or down depending on these factors. Pricing will always be openly discussed and agreed on before your project is started. The rate and time includes set up and install of the WordPress software on our servers, installation of a professionally licensed and designed theme package, installation of common starter plugins like security, SEO, Gallery, Forms etc. Insertion of client supplied or stock pictures, graphics and text to make the site look nice and to the clients needs and wants. A limit of 5 pages is set for a minimum priced site and can go up with the amount of pages and time needed. (Usually Home, Services (or the like), Gallery, About and Contact.) More pages can be added at our normal hourly rate. This is a very fluid part of the design process, and all decisions on the limits of time to create the website are solely at the discretion of Vernon Websites. That being said, I (Mike Bjerstedt, Vernon Websites) am VERY fair, and in fact tend to be a little bit generous with my time to get things looking awesome. I want to be sure everyone is happy! If there is a time where we feel that the needs of the client are further than the basic website build time, any extra time needed to finish the site would be billed at our hourly work rate (\$80/hr min, 30 min) above the payment you already made for the website build or services. (This would be discussed before work happens.) For the record, this really doesn't happen often as most times websites are usually finished quite quickly, but it should be mentioned for clarity in the case the client may want something more elaborate that would not fall within these set limits.

3 Email addresses. Each All Inclusive Hosting and Management Services (AIHMS) account receives two "free" email accounts as needed and for as long as your have a current on-going paid service with Vernon Websites. Your accounts will use your own domain name and give the professional appearance they need. Additional accounts may be added as needed and are invoiced at cost of \$2.99 each per month (paid yearly). Each email address supplied on our server comes with 1000MB of mailbox space. An additional 1000MB of space can be added to any existing email account for \$2.99 per month paid yearly. This space can typically hold 1000's and 1000's of emails. Less if there are a lot of attachments in your messages. It is in your best interest to keep your mailboxes clean to avoid it overflowing. If that happens, emails can be denied delivery and bounced back to the sender. You may also not be able to send emails until it is cleaned. We highly suggest using the included web-mail access to your email so you can actually see in real-time the amount of space you are using. If you would like to use your own email program on your computer, that is fine as well, but we then suggest you use POP3 so all your emails are download ON to your PC and are no longer stored on the server. In this day and age, we realize lots of people like their email on their phones and tablets as well (IMAP). We do provide that service, but again, it is best if you check the web-mail system periodically to make sure you do not over-use your email space. We will supply you with all the server and connection information you will need to set up your new email addresses on all your devices. Your cellphone or tablet supplier can usually help you get your email working for you as a part of their service to you. We can also provide a remote control service to PC computers to set up your computer email programs. If you need support for third party services like Telus, Shaw, Gmail, Google Suites, Google, Yahoo, Hotmail or any other outside third party service, this work is invoiced \$1.40 per minutes with a min 30 min charge. This also applies for ANY kind of third party troubleshooting or tech work done on services provided by other companies as well as computer tech work and troubleshooting of your PC or other devices remotely. Email service with Vernon Websites is like any other email system in that there can be small times of outage or non-availability, but these outages are fixed and back online ASAP. No compensation will be given for any periods of outage to email or website service. We maintain our services at a 99.9% - 100% availability.

4 Website edits and updates. Vernon Websites always keeps an eye on plugins and software that are installed to your AIHMS websites in order to be sure they are secure and will not cause any damage to the server or the security issues to the server. We do this in the background without you really even knowing when its happening. All a part of running a webserver. BUT, obviously, when clients need edits done, we need to also set limits to be fair and account for our time. As a part of the AIHMS, Vernon Websites provides up to 15 minutes of basic edits a month on clients websites. We find this is more than enough time to provide for pretty much all basic edits. A basic edit is defined as simple text changes, a client supplied image addition or removal, or other similar simple edits to existing webpages text or images on your site. Additional coding, plugin installations and configurations, editing of existing code or templates, or otherwise hacking the programs and software on your site to provide a specialized functionality that is not supplied standard, copy writing, creation of logos or images (graphics editing), conversion of supplied images and logos to work properly in your site, photo editing or custom graphics etc, installation/configuration of new plugins or functionality to the site over the ones installed initially, and edits over the 15 minutes of allotted time are not included in the AIHMS and are invoiced at the hourly rate (\$80.00) with a minimum \$40.00 (half hour) charge. Custom client needs to a site that require a major change to the website can be discussed and worked out on a case by case basis normally at our hourly rate. Once a new website is deemed to be completed by Vernon Websites, the update policy takes effect. If you need remote support for third party services like Telus, Shaw, Gmail, Google Suites, Google, Yahoo, Hotmail or any other outside third party service, this work is invoiced \$1.40 per minute with a min 30 minute charge. This also applies for ANY kind of third party troubleshooting or tech work done on services provided by other companies as well as computer tech work and troubleshooting of your PC or other devices remotely. In person services are at our normal hourly rate plus travel. (80.00 and 1.40 per min travel there and back.) The monthly allotted edit times are not accruable and reset every month. Certain specific needs can be evaluated and discussed on a case by case basis.

5 WooCommerce Online Store Installations are simply for the installation and configuration of the WooCommerce online store software, current tax calculations, as well as the installation of a shipping calculation plugin if wanted/needed. (Client pays the any plugin license fees.) This will get your store to a point where you can start entering in your products for sale. Your store will match the look and feel of your website. We will also provide a short remote training session to show you how run your store. Clients will enter in all their products and manage their online stores themselves.

6 The Year To Year Full Service Management Service includes everything the All Inclusive Hosting and Management Services does. If you still really love your existing website, we will move your website to our hosting server where you can take advantage of the higher level of management services and support Vernon Websites provides. You only pay the regular rate of \$550.00 plus tax per year. Moving the existing WordPress site and your domains names to our service is included in the price. (One domain... Extra domains above the first are extra per domain.) Domain names are also managed/paid and renewed by Vernon Websites. If your site is not WordPress, then a complete rebuild into WordPress will be needed at our regular websites development rates.

Payment Terms: It is preferred that payments are made via E-transfer through your online banking or through the easy links on the invoices we email to you. ALL invoices are sent to you via email. We do not use regular post. Clients are welcome to mail cheques if they wish, but note that sometimes Canada Post may not deliver your mail to us in time. Credit card payments are only accepted in very special cases and are assessed the current credit card service charge rates. Please read the payment terms on your invoice to be sure you write your cheque properly. Invoices are sent out 30 days before your website services and/or domain name expires. We feel this is a very long and very adequate amount of lead time to make sure your payments arrive BEFORE the expiry of your website or domain. Vernon Websites does not provide credit or loans of any type. If your payment is not received before your due or expiry date, your website and email service may be suspended until the payment actually arrives. Domain names are not renewed for any reason until payment arrives. Invoices that go overdue are charged a 10% late payment fee on any outstanding amounts. This late fee is also added every 30 days past the initial due date. Domain name expiration is something that is out of our hands and actually happens at the domain registry level so its very important to make sure payments arrive on time as there is not much we can do about it if you are late. Many expenses are paid by Vernon Websites in order to provide our level of service to our clients. **Payments made to Vernon Websites/Mike Bjerstedt for any services are non-refundable for any reason and all sales are final.** The Terms Of Service in this document can or may change at any time. This terms of service page you are reading right now was last updated Nov 6th, 2023. All terms are to be agreed to by the client and signed off before any work is performed or services are started. **By signing and completing the registration/agreement form to start service with Vernon Websites, the client/customer agrees to all the terms on this document (and future updates to these terms), and also acknowledges the digital signature made on the registration/agreement online form to be as strong and legally binding as a paper signature thus forming a legal binding contract.**