

TERMS:

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

1 All Inclusive Plans are paid yearly and are on a two year term. Afterwards, management, updating, security and server services continue and are charged on an ongoing yearly basis. When you agree to start an All Inclusive Plan with Vernon Websites, you are agreeing to pay \$1100.00 plus taxes for two years of website hosting, security monitoring, website software updates, non-premium plugin software updates, and basic text and image edits (management) but split into yearly payments. (\$550.00 per year) This is the BASE price of the plan. 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 plan price. When you agree to this, we will then provide you with a great looking website built for your business to the same value and degree we would build one on its own with no hosting. The value of this website build is \$1500.00+ dollars on its own, so let's call it a great special perk we offer all our clients who wish to stay with us for a while. If you decide to leave or break the agreement before the two year time period is completed, the remainder/outstanding amount of your total pre-agreed amount due would be payable immediately at the time of your cancellation. Payment for your first year of hosting is due immediately on signing up for the plan so we can set up the hosting space, register your domain names, and get the installation started on your plan. Accounts that are not paid in full either over the two years, or by cancelling early would therefore not have completed their obligation in this contract, and of course, no databases, code, information, emails, websites etc that are on our servers will be released until the mutually agreed contract/agreement is paid in full. All data, databases, code, websites and email boxes that reside on our servers are property of Vernon Websites until the full two years payments have been collected. PLEASE NOTE! All our website clients can take advantage of this plan at any time. For example, when your two year hosting term is over (on the day of your third hosting payment due), you can again decide to go another two years and get your website completely re-facced with a new look to update it and keep it fresh with the times! Legacy existing "Basic" hosting clients can upgrade to the All Inclusive Plan as well! ALSO NOTE! If you wish to take advantage of all the management services provided with the All Inclusive Plan, but not be locked into the yearly payments for two years, you can choose the all inclusive plan year to year, and then just add on the WordPress based website build price as mentioned on the Services table and menu to make your total amount due all at once in one easy payment. (Yes, it costs a lot more to do it that way. That's part of the appeal for the more affordable All Inclusive Plan!)

2 A standard priced website built with WordPress. Websites and hosting on the All Inclusive Management or Hosting Plans 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. 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. (Do not upload videos to your website or you will kill your drive space!) 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. Drive space is expensive to buy and maintain on high speed servers. Building of a new site at this price includes 4 hours of development time. The rate and time includes set up and install of the WordPress software on our servers (AHP & AIMP) 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. (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 plan. (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 account receives two email accounts included in their plan as needed. 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 to get your email so they all 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.

4 Website edits and updates. Vernon Websites always keeps an eye on plugins and software that are installed to your AIP websites in order to be sure they are secure and will not cause any damage to the server or the security of 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 All Inclusive Plan, 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, adding wording or logos to images (graphics editing), 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 plans 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 1.00 per min travel there and back.)

5 WooCommerce Online Store Installations are simply for the installation and configuration of the WooCommerce online store software, current Canadian Tax calculations, as well as the installation of the Canada Post shipping calculation plugin if wanted/needed. (Client pays the Canada Post Plugin License fee.) 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 Plan includes everything the All Inclusive Plan does, minus the website build. 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 site and your domains names to our service is included in the price. Domain names are also managed/paid and renewed by Vernon Websites.

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. For your convenience you also have the option to set up automatic payments. Opting in to add your credit card to our accounting system for automatic payments of your invoices will save you time and hassle! Clients are welcome to mail cheques if they wish, but note that sometimes Canada Post may not deliver your mail to us in time. 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 plan 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. If your payment is not received before your due or expiry date, your website may be suspended until the payment actually arrives. Domain names are not renewed for any reason until payment arrives. Typically, there is a 30-day safe locking grace period on domain names that are not renewed by their date, but service to those domains, like website hosting and email, would be suspended until payment arrives. This 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 made 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 March 14th 2021. All terms are to be agreed to by the client and signed off before any work is performed or plans 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.