

## TERMS:

FREE Website Vault Pro - Template purchase is included – Choose and buy the right subscription tier for your business needs.

Ads, Ad Campaigns, Copy, Hosting, domain, and third-party subscriptions are not included.

This structure focuses on the work and ongoing maintenance, allowing businesses to scale at their pace.

Add-ons (such as extra pages, automations, or custom graphics) are available at an hourly rate.

## POLICY

### Website Subscription Services Policy

**Effective Date:** From purchase date

**Last Updated:** 2025 Jan.

#### 1. Overview

This policy outlines the terms and conditions for subscribing to our **Wix Website Design, Integration, and Maintenance Services**. Our tiered subscription plans are designed to provide scalable solutions, ensuring your website remains optimized, up-to-date, and aligned with your business growth.

By subscribing to any of our plans, you agree to the terms outlined below. These services include initial site setup, template re-branding, and ongoing support based on the chosen plan level.

#### 2. Subscription Plans and Services

We offer three subscription tiers tailored to different business needs:

##### 1. Essential Plan (Silver) – Budget-Friendly

Upfront Setup Fee: \$165 + \$320

Monthly Maintenance: \$39/month

Services Included:

Template installation and branding setup  
Google My Business setup with location pin  
1 integration (e.g., email signups, payment gateway)  
Social Media and Link Integrations  
Basic animations  
Monthly updates (bug fixes, small adjustments)  
Shop/product updates (up to 4 items)  
Reporting

##### 2. Growth Plan (Gold) – Best Value for Small Businesses

- **Upfront Setup Fee:** \$165 + \$499
- **Monthly Maintenance:** \$59/month
- **Services Included:**

Full site branding and customization  
3 integrations (CRM, live chat, social proof widgets)

Interactive animations and transitions  
Monthly site updates  
Shop/product updates (up to 15 items with 5-7 Variants)  
SEO optimization and performance checks  
Information updates  
Social Media / Google Integration Links  
Reporting

### 3. Pro Plus Plan (Platinum) – Scalable & Feature-Rich

- **Upfront Setup Fee:** \$165 + \$899
- **Monthly Maintenance:** \$99/month
- **Services Included:**

Advanced site customization and branding  
Unlimited integrations  
Complex animations and interactive elements  
Monthly updates and feature enhancements  
Shop/product updates (unlimited)  
Advanced SEO and speed optimization  
Dedicated account manager  
Information updates  
Social Media / Google Integration Links  
30 Second Promotional Video Monthly  
Reporting Monthly

### 3. Terms and Conditions

#### 1. **Template Ownership:**

- A **free Vault Pro website template** is included with each plan. Upon subscription, clients will receive access to choose a template suitable for their business.
- The template remains customizable within the subscription plan's scope.

#### 2. **Exclusions:**

- Hosting fees, domain registration, and third-party services (such as email platforms or additional app subscriptions) are **not included** in the subscription fee.
- Clients are responsible for maintaining their own hosting and domain accounts.

#### 3. **Add-On Services:**

- Additional features, including extra pages, advanced automations, or custom graphics, can be requested and are charged at an hourly rate.
- A quote will be provided for any add-ons before work commences.

#### 4. **Scaling and Flexibility:**

- Clients can **upgrade or downgrade** their subscription at any time to meet evolving business needs.
- All plan changes will take effect at the start of the next billing cycle.

#### 5. **Cancellations and Refunds:**

- Subscriptions may be cancelled with a **30-day notice** prior to the next billing date.
- No refunds are provided for the current billing period once work has commenced.

#### 6. **Support and Communication:**

- Support requests must be submitted via email or through the client portal.
- Response times may vary but typically fall within **24 to 48 business hours**.

#### 7. **Payment and Billing:**

- Payments are billed **monthly** for maintenance services.
- Upfront setup fees are due before work begins.

#### 8. **Website Access and Ownership:**

- o The website remains under the client's control; however, maintenance and modifications are managed through the subscription service.
9. Should a client cancel their subscription, the website remains functional but will no longer receive updates, maintenance, or new integrations unless otherwise agreed.

### 4. **Limitations of Liability**

We are committed to delivering high-quality services, but we cannot guarantee uninterrupted or error-free operation of your website due to factors beyond our control, such as hosting provider issues or third-party plugin malfunctions.

Our liability is limited to the services explicitly outlined in this policy and shall not exceed the total amount paid for services within the previous three months.

### 5. **Policy Updates**

This policy may be updated periodically to reflect changes in services or pricing. Clients will be notified at least **14 days in advance** of any changes. Continued use of the subscription service constitutes acceptance of the revised terms.

**For any questions or further clarification, please contact us at:**

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