

Wordpress Website Maintenance | Terms and Conditions

In the Terms and Conditions below “The Service” refers to the Wordpress website maintenance programme, “The Client” refers to you, the person who places the order for website maintenance. “The Developer” refers to Fiona Storey, a trading style of The Two Storey Partnership Ltd.

- 1) The Client warrants that he/she has the authority to provide access to the website concerned.
- 2) Before commencement of the Service the Client will provide:
 - a) A link to the login page to the Wordpress dashboard of the website to be maintained.
 - b) A working administrator username and password to provide access to the Wordpress dashboard which will be required for the duration of the Service. We recommend that a new user is specially created for this purpose.
 - c) Details of where the website is currently hosted and a working username and password to the hosting control panel.
- 3) Payment of the Developers initial invoice must be received in full before the Service can commence. Delay in payment of the Developers subsequent invoices will result in the Service being suspended, or withdrawn.
- 4) Should the logins provided not allow the necessary access to the Wordpress and hosting control panels, the Client will be notified and asked to provide the correct information within 7 days. This may result in a delay to the start of the Service (see point 6). In the event that the correct information is not submitted within this period, The Developer reserves the right to cancel the order and withhold one month’s standard Service charge.
- 5) If there are any concerns that the Client website cannot be properly and adequately maintained, the Developer reserves the right to refuse to continue with the Service. In this case the Client will be informed of the reason for this decision and will be offered additional services and a quotation to enable the Service to continue. Should the Client not wish to accept this offer a refund for any full months paid in advance will be provided.
- 6) The Developer will aim to commence the Service within 7 days of receipt of payment of the Developers initial invoice. If for any reason this will not be possible the Client will be notified, provided with a revised date, and given the option to cancel the order with a full refund.
- 7) Specialist plugins will be added to the Client website by the Developer to assist with the delivery of the Service.
- 8) The Developer will not make any changes to the structure or content of the website (Save as in 7 above). Nor will the Developer act on any error report created by the Service. Any recommended remedial work to the Clients website will be outside the scope of this Service and charged separately.
- 9) The Service contract may be cancelled by the Client, or by the Developer by either giving one months’ prior notice in writing to the other party.