

Service Agreement Website Design/Development/Related Edits

Section 1:

This agreement is between **Ivoryshore Services Inc.** Brand (Service provider) and Client. Client is advised to read the service agreement carefully before subscribing to any of our services. All website design/development and related services will be governed & performed as per this agreement unless a specific agreement is created between company and client.

Service provider agrees to deliver services mentioned in Section 2 of the agreement as per the timeline mentioned in Section 3 of this Agreement. Client agrees to make the payments on schedule as per the Section 4 of the agreement and will deliver the content as per section 5 of the agreement.

Section 2:

Website Design, Development & Related Edit Services

Company will provide services as mentioned in the initial proposal to the client. Client on acceptance of the proposal in written or verbally agrees to subscribe the services. Any modification should be requested before the project start. Change of scope will be billed depending on additional hours required at the give rate, normally \$120/hr. Proposal is considered as reference document unless otherwise specified. All website edit and modifications services for already live websites are done on per job basis. Client will be provided the quote based on the requirements client provides. As these are job based tasks, so quote is based on what client requests before start of the job. Any modifications, additions, edits to job after start of work will lead to increase in costs. Minimum cost of change of scope is \$250.

Section 3:---

Estimated Website Delivery :

- Estimated website delivery time will be notified to client before the commencement of the project. Actual timeline may vary and estimated delivery timelines are based on maximum of 2 working days revert back from client, whenever certain information is asked for. This information can be but not limited to feedback, access to domain name, hosting, content, pictures etc.

Section 4

Payment Schedule:---

- Half at the time of signing the contract.
- Half at the completion of website.
- It being a service, all payments made are non-refundable. In event of project cancellation all dues are to be paid in full within 10 days of project cancellation.
- Any feature added to the regular website package will be additionally charged.
- Paid images if used will be charged extra.

- All payments are non-refundable and in case of project cancellation, remaining committed project payments will be charged as cancellation fees. All payments pertaining to project will be due immediately.
- In case of any client not responding to our requests for 30 days, project will be considered complete & all payments pertaining to project will be due immediately.
- Any disputes are subject to Vancouver, BC jurisdiction courts only.

Section 5

- Client will ensure that all the content, images or any other information that is to be made available will be provided or paid accordingly if Ivoryshore provides any such service.
- Access to domain name and hosting control panel to be provided. It is required to make the new site live.
- Client will ensure that all feedback and information is provided in reasonable timeframe. For website edit jobs, information is to be provided before the project start. In case of client delaying the information, project costs can increase. More than unreasonable delay will result in automatic project cancellation. Website projects have maximum timeline of 120 days. If projects are delayed for more than 120 days due to non-coordination or delay on part of client and Ivoryshore still works on it beyond this timeline, after 120 days, \$500/month additional fees will be applicable.

Section 6

Non Disclosure Clause:---

Client will provide the Hosting Service passwords. Ivoryshore Services will not share the data/content/passwords provided with any external source. Ivoryshore Services will share the given data only with its employees/partners working on the project.

Once the site is live, client will take responsibility of the site. If anything goes wrong with live site, on client's request Ivoryshore will look into the problem. Problem caused due to external issues but not limited to spamming, hacking, hosting, human error etc will be resolved on job basis pricing. No modification request will be entertained after the project goes live. Design or layout modifications are to be requested before home page design approval. There might be additional charge for these modifications.

Agreement will be in effect from the day of first brainstorming or communication from client in any form to start the website project or on payment of first instalment and it doesn't require to be signed in person.

Ivoryshore Services Inc. Registered Address: Suite 720, 999 W Broadway

ivoryshore