

# Website Maintenance and Support Terms

You agree to be bound by and accept this agreement as applicable to your purchase of product(s) from [www.dept14marketing.com](http://www.dept14marketing.com). These terms and conditions are subject to change without prior written notice at any time, at the sole discretion of Department 14 Marketing, LLC.

Once a credit card has been secured for payment of a support, training or maintenance request for a problem you're inquiring about, your project will be put in the Department 14 Marketing work queue and responded to within 2-5 business days. Work will commence on your project based on Priority and chronological order of paid ticket submission.

## Monthly plans

Customers may submit request for small tasks which can be completed within 30 minutes or less as a part of their monthly maintenance and support subscription. The time allotted for small tasks may not be spread out over multiple projects, or accrued. Task requests must be included in the list of items in this document for which website maintenance can be used. Customers subscribed to the monthly plan must submit all tickets via our [support center](#) or via our help desk email at [support@dept14marketing.zohosupport.com](mailto:support@dept14marketing.zohosupport.com). Unless otherwise noted, support request correspondence will be conducted via email.

## Non Maintenance Response Time

If you do not wish to purchase a website maintenance plan, you can still submit service requests by posting a ticket within our [support center](#). At that time your support request will be flagged as a **'Non Maintenance No Support Request'**

and your ticket will be placed at the end of our support work queue. Most non-maintenance support tickets requests are reviewed within 5-10 business days or approximately two weeks. This does not mean once we respond, your issue will be resolved. Every Non Maintenance Support Request will get ONE RESPONSE from a support technician within 5-10 business days. If you require 3 responses, then your ticket could take 30 days to resolve for all inquiries that do not have a maintenance and support plan in place.\

## Emergency Support:

Department 14 Marketing, LLC does not offer emergency support options at this time.

## Phone Support:

Phone support will be provided at the sole discretion of Department 14 Marketing. Phone support is billed a minimum of 30 minutes at our current hourly rate. This applies to any phone support that can't be handled by our sales staff. For questions, [contact us here](#) or call (636) 203-8440.

## Website maintenance can be used for:

### Hosting:

- Backing up files and databases
- Restoring files and database backups
- Managing the files and databases on the server (includes freeing up space, deleting old databases, etc.)
- Managing domain settings (if registrar credentials are provided)
- Managing email settings (includes forwarding options, setting up MX records, setting up new accounts, etc.)
- Managing SSL certificates

- Fixing any bugs related to hosting upgrades
- Configuring a separate development environment (if desired)

### **WordPress:**

- Installing plugins
- Installing additional themes
- Adjusting any WordPress or plugin configuration
- Applying minor version updates
- Updating or adding site content (static pages, product information, company information, personal information, uploading banner images, language variables, etc.)
- All troubleshooting and bug investigation
- Fixing any bugs *related to Dept 14 custom development found after the 30 days.*
- Prevention and/or removal of malware and other security threats
- Fixing any bugs related to hosting upgrades
- Additional WordPress or WooCommerce module training
- Any stylesheet changes

### **Design:**

- Adding new content (text, images, banners) provided by the client
- Text and image enhancements provided by the client
- Promotional updates
- News, offers, and special announcements
- Seasonal content updates
- Working with a design expert on seasonal font and color changes
- Creating promotions, coupons or discounts
- Linking social media to your store

- Adding new pages to your website

## Website maintenance cannot be used for:

- Emergency support, custom features and application development.
- Projects that require time in excess of 30 minutes or not covered by the scope of tasks outlined herein. You cannot spread out a project over multiple small tasks requests in order to use your website maintenance plan for a large project. For example, if you have a project that is estimated to take two hours we will not split the project into 30 minute recurring tasks. If you wish to move forward with the project, the necessary time will be invoiced separately at a discounted hourly rate for monthly subscribers. Spreading out projects to be completed in multiple sessions causes inefficiencies and ends up taking our staff longer to complete than originally estimated.

## Customer's Responsibilities

- a. Customer is responsible for (i) hardware, (ii) internal operating systems and software, (iii) internal network setup, (iv) internal network maintenance and (v) setup and use of any internal file access control systems.
- b. Customer is responsible for ensuring that its personnel have sufficient training to attain and maintain competence in the operation of the website.
- c. Customer is responsible for ensuring that all support requests are posted in a support ticket in Department 14 Marketing's support center. Our staff will only post tickets when absolutely necessary when our customers are unable.
- d. Customer is responsible for delivering any images, text, promotional messages, or special parameters for tasks to Department 14.

# Renewal

Website maintenance plans will automatically renew without notice at the updated current rate and subject to the updated current terms unless the customer notifies Department 14 Marketing in via email thirty (30) days in advance to discontinue a maintenance subscription renewal. Upon notice Department 14 Marketing will deactivate maintenance and support subscription and future support requests will be billable at our full hourly rate.