

# Website Maintenance Contract



## What is web maintenance?

Think of it as painting your house, the more attractive it is, the more often it will be visited and noted to others. Good regular maintenance will also keep visitors coming back. As simple a thing as a time stamp on your web page, will show the viewer your pages are up-dated regularly. Make your web-site attractive and always aim to attract new visitors to it. Maintenance can consist of minor text changes or additions to graphics or a new web-site page design or new page content, etc.

## Why Sai Web Technology?

- Experienced Professionals

The Sai Web Technology website maintenance team is made up of full / part time professionals each with more than three years of web design experience.

- Customer Service

Sai Web Technology website maintenance experts are friendly, courteous, and most importantly, responsive to your web maintenance needs. They will always provide an estimate of the number of hours it should take to do the job and notify you by telephone or email upon completion.

- Website Maintenance Policy

We define "Maintenance" as keeping the web site current. It is not intended to be a new design.

We maintain a current backup, and archive all submitted files for your website.

We reserve the right to distinguish between "updates" and "new designs". Changing the navigation, the adding of new pages, graphic changes, buttons, etc. are considered new designs and charged accordingly to our hourly design rate.

It is the client's responsibility to review updates and notify us of any necessary changes that we need to make. There will be no charge for any errors on our part. However, if a change needs to be made due to client error, the regular hourly update fees will be charged. Your rate is calculated on the total time involved in completing the updates.

Updates should be provided electronically (by email) as much as possible. Attachments should be in text format (.txt or Word .doc formats are fine). Send digitized pictures in common format such as .jpg, .gif, .ai, .psd, .png, .bmp, etc. Updates may also be sent by postal mail or by fax.



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This will require retyping data or the scanning of photos and will cost more to complete your changes.

Your web site may be using third-party components. We have no control over what third party sites do and take no responsibility for loss of information due to actions of these sites. Any changes to your site stemming from regulations of these third party components will be billed at the normal maintenance rate.

## Scope of Maintenance Contract

What is included in the Website Maintenance Contract is:

### 1. Website Annual Maintenance Agreement

Annual website maintenance contracts are a cost-effective way to keep your website up-to-date, fresh and effective.

We have all types of AMC packages starting from Basic package for Small businesses & organizations, who needs less monthly time but needs consistent care & Platinum package for large organizations.

### 2. AMC Packages & Pricing

Please check the different types of AMC packages which suits your needs & budget best.

Package Name	Bronze	Silver	Gold	Diamond	Platinum
Hours per month	4	10	30	50	100
Hours per year	48	120	180	150	300
Payment Time	Yearly	Yearly	Half Yearly	Quarterly	Quarterly

### 3. Scope of work

Website maintenance contracts only cover minor alterations, updates and repairs. Maintenance requests requiring extensive alterations or updates are beyond the scope of the website maintenance contract and will be quoted separately.

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SAI Apartment, Napier Town, Jabalpur, Madhya Pradesh – 482001, India

Email: [info@saiwebtech.com](mailto:info@saiwebtech.com) , [sales@saiwebtech.com](mailto:sales@saiwebtech.com)

Website: <http://www.saiwebtech.com/>

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## 4. Turnaround Time

Website maintenance requests are submitted via e-mail. Depending on the complexity of the request, the job will be completed in minimum time.

## 5. Services covered in Annual Maintenance Packages are:-

Annual website maintenance contracts are a cost-effective way to keep your website up-to-date, fresh and effective.

- Graphic Design Support
- Catalog Management
- Advertisements
- Online Marketing Campaigns
- Email Campaigns and Newsletters Management
- Flash Advertisements & Presentation Updates
- Content Management

## 6. Services NOT covered in Annual Maintenance Packages are:-

- Major graphic updates or New Designs
- Creating new Advertising material
- Major functionality & design change
- Altering the usability of website

### Note:-

AMC will be end which one occurs first, either number of hour's or duration specified for that AMC package.

### Additional Services:

- Domain Registration / Renewal
- Web Hosting

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## RESPONSIBILITY AND RIGHTS

CLIENT IS RESPONSIBLE TO SUPPLY AND/OR OBTAIN THE RIGHTS AND PERMISSION FOR ANY CONTEXT OR IMAGES TO BE USED ON THE SITE. CLIENT WILL NOT IMPEDE UPON SAI WEB TECHNOLOGY TO USE "PIRATED SAI WEB TECHNOLOGY MUST JOINTLY CLEAR ANY THIRD PARTY INVOLVEMENT IN THE WEBSITE.

SAI WEB TECHNOLOGY RETAINS THE RIGHT TO DISMEMBER THE WEBSITE IF PAYMENT HAS NOT BEEN RECEIVED, OR THAT THE CLIENT HAS BEEN FOUND IN BREACH OF ANY PART OF THE AGREEMENT. SAI WEB TECHNOLOGY RETAINS THE RIGHT TO WITHDRAW SERVICES WITHOUT PENALTY IF ANY MORALLY COMPROMISING ACTIVITY IS ASSOCIATED WITH THE WEBSITE – LEGAL OR ILLEGAL.

IF THE CLIENT ATTEMPT SAI WEB TECHNOLOGY TO VIOLATE THE CONDITIONS, SAI WEB TECHNOLOGY WILL HAVE THE RIGHT TO DISCONTINUE THE CONTRACT BY WITHOUT REFUNDING ANY MONEY PAID IN ADVANCE BY THE CLIENT.

ALL DISPUTES ARE SUBJECT TO JABALPUR JURISDICTION ONLY.

### **WEB SITE MAINTENANCE CONTRACT**

*(This contract supersedes any previous agreement with Sai Web Technology)*

**Contract Ref No:** \_\_\_\_\_

THIS AGREEMENT is made and entered into as of \_\_\_\_\_ between **Sai Web Technology** with its principal place of business at SAI Apartment, Napier Town, Jabalpur, Madhya Pradesh – 482001, India and \_\_\_\_\_ with its principal place of operation

\_\_\_\_\_  
("Client")

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On behalf of \_\_\_\_\_, I hereby agree to the terms and

(Client Name)

conditions for \_\_\_\_\_ agreement for the website

(Maintenance Plan)

http://www. \_\_\_\_\_ as outlined above.

(Website url)

Name \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

(Client)

## Additional Services

**Domain Registration / Renewal** (Cost in Indian Rupees) \_\_\_\_\_

Selected Package \_\_\_\_\_

**Web Hosting** \_\_\_\_\_

Selected Package \_\_\_\_\_

On behalf of Sai Web Technology,

Name \_\_\_\_\_ Position \_\_\_\_\_

Date \_\_\_\_\_

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