

WEBSITE SUPPORT AND MAINTENANCE

Note that website support and maintenance is only available for websites hosted on Jackdaw web servers.

Websites which have not been built by Jackdaw Web Design will be subject to an initial assessment before this support and maintenance contract can be offered. Any updates, remediation or repair which is deemed necessary after the initial assessment will be charged separately.

1. Warranty Period

All websites built by Jackdaw Web Design come with 30 days' warranty, starting the day after the new website goes live. The items covered during this warranty period are the same as those specified below in para 2.

2. Annual/Monthly Support and Maintenance

The Jackdaw Web Design support and maintenance agreement covers the following items:

- 2.1. Full restore of the site from daily backups if necessary.
- 2.2. Fixing any faults found with the website or database, where fault is defined as a problem with the website code which does not match the original specification.
- 2.3. All underlying software (WordPress, plugins and operating system software) kept updated within a reasonable time of the new version being made available.
- 2.4. Fixing the website should it ever be compromised by hacking, subject to para 3.3.
- 2.5. Minor changes to text or photos, up to a total of 15 minutes estimated work per month.

3. Notes and exclusions

- 3.1. Any major changes such as adding a new page will be charged at my standard hourly rate.
- 3.2. This agreement becomes null and void if
 - 3.2.1. you install any extra software ("plugins") yourselves
 - 3.2.2. you do not keep your logon ids and passwords secure
 - 3.2.3. you do not use best practice when creating new users or passwords (eg avoiding login id = 'admin' or password = 'password')
- 3.3. This agreement does not cover defending the site from denial of service attacks.

4. Response times

I will endeavour to respond to non-urgent faults within 24 hours (however usually within 2-4 hours) and urgent problems within 2 hours (usually immediately).

I will correct faults as soon as practically possible.

For Urgent Faults please ring 07762 140 433.

For Non-Urgent Faults please email jackie@jackdawwebdesign.co.uk.