




WEBSITE CARE PACKAGES

Inclusions and Scope of Work: Time Limits and Guidelines

 <p>Care+</p> <p>Maximum Hours 1</p> <p>For professional service websites and businesses.</p>	 <p>eCom</p> <p>Maximum Hours 4</p> <p>Designed for small eCommerce shops, membership websites, and eLearning platforms.</p>	 <p>Business</p> <p>Maximum Hours 10</p> <p>Tailored for large eCommerce shops, complex membership websites, multiple eLearning platforms.</p>
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Our Website Care Packages are designed to cater to various website types and requirements and are available in three tiers: Care+, eCommerce Care, and Business Care.

We request you log your tasks individually via our help desk for each package. We'll work on one study at a time, and once completed, we'll proceed to the next task. Time allocations are contingent on the package you select. Larger tasks or projects may require a separate quote based on time and materials.

***Subject to our fair use policy (see below)**

WE CAN ASSIST WITH

Although not exhaustive, here's a list of the sort of tasks we may be able to help you with.

- ✔ Website Maintenance
- ✔ Content Management
- ✔ General
- ✔ Onsite SEO
- ✔ Speed Optimization
- ✔ Technical Issues
- ✔ Troubleshooting
- ✔ Hosting & Domains
- ✔ Design
- ✔ Reporting



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WEBSITE MAINTENANCE

- ✓ Monthly Scheduled updates to the WordPress core (If an update is available) .
 - ✓ Monthly Scheduled update to all active Plugins (if an update is available). If an update becomes available after our scheduled updates, this will be updated in the following month.
 - ✓ If using Shopify, monthly App & Theme check-ups and updates.
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CONTENT MANAGEMENT

- ✓ Creating or editing simple page content.
 - ✓ Adding new pages on request based on pre-existing templates.
 - ✓ Adding client provided content such as blog posts, videos, audio or pdf files to your pages or posts.
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ONSITE SEO

- ✓ Tweak title tags & meta descriptions (based on details provided)
- ✓ Grammar and spell checking on page content and optimizing for NLP.

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GENERAL

- ✓ Basic updates to header and footer as required (images, change of contact details).
- ✓ Editing or restructuring menus.
- ✓ Updating image galleries.
- ✓ Removing/updating links.
- ✓ Minor CSS & styling edits.
- ✓ Resetting & Recoving passwords.
- ✓ Setting up new contact forms.
- ✓ Adding new minor features - CTA's, basic popups etc.
- ✓ Fix minor issues with mobile responsiveness.
- ✓ App and plugin set up.

SPEED OPTIMIZATION

- ✓ Image Compression.
- ✓ Assess the site for issues and then address them (Depending on the volume of issues, an individual quote may be required).

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TECHNICAL & TROUBLESHOOTING

- ✓ Installing or uninstalling apps & plugins.
- ✓ Installing Google platforms ei. Google Analytics, Google Tags.
- ✓ Backups & Restorations.
- ✓ Plugin & App troubleshooting.
- ✓ Browser compatibility issues.
- ✓ Resolving improper code.
- ✓ Issues with existing contact forms.

HOSTING & DOMAINS

- ✓ Setting up sub-domains.
- ✓ DNS Management and adjustment.

DESIGN

- ✓ Design tweaks.
- ✓ Tweaking theme colours.
- ✓ Rebranding/changing header.

REPORTING

- ✓ Monthly Scheduled Website Analytics Report delivered via Email.

EXAMPLES OF TASKS THAT MAY NEED TO BE QUOTED AT AN HOURLY RATE OF \$150+ GST



- ✓ Tasks taking longer than the specified package's designated maximum time to complete.
- ✓ Pro or paid plugins will need to be purchased by the client.
- ✓ Plugins with Subscriptions need to be managed by the client.
- ✓ Configuration of Complex Plugins.
- ✓ Complex Forms with payment integrations.
- ✓ New landing pages not based on existing page templates.
- ✓ New product pages not based on existing page templates.
- ✓ Fixing the layout and functionality of pages the client has created - only if this task will go over the specified package's designed max time to complete.
- ✓ Custom designed landing pages/products/posts/blogs.
- ✓ Create better internal linking structure.

***Fair Use Policy**

Care+ 0-1 hrs | eCom Care: 0-4 hrs | Business Care 0-10hrs

If we feel you're on a lower package level than you need to be on, based on the types and size of tasks you send through regularly, we will contact you to discuss this.