

Terms and Conditions

Website Development Payment Obligations: Agreed upon payments will be finalized and will be sent to client via electronic invoice (s). All payment plans: Bulk Payment, 3 months, 6 months, or 12 month contract, will becoming a binding contract once the first payment is received. Final payment is due regardless of whether all content for the pages has been sent by the client. This provision is in place to encourage the client to get content submitted promptly so that their site can go live. It also ensures that Software Blueprint gets paid for their services under the proposal, despite late content from the client.

Website Development Cancellation: If website design and development work has already begun then the 1st payment is non-refundable. Software Blueprint may elect at its sole discretion to offer a partial refund of the binding contract (Payment Plan) depending upon the circumstances.

Description of Ongoing Costs After Completion of Contract:

Monthly Management Software Subscriptions: This cost recurs monthly and is based upon if the client has purchased a software payment plan or not.

Annual Software/Plugins: Some plugins/software used to add features to your website such as transferring information from your website directly to your management system will have annual renewal fees that will be included in your original invoice (s).

Domain name registration: This cost recurs annually. Domain name registration gives you exclusive rights to a certain name, such as yourcompany.com, so that you can use it for your web-based purposes.

Hosting: This cost recurs annually. Hosting places the domain name on a particular server connected to the web, which allows you to post a website for viewing through a browser. You are NOT required to host through us, but we strongly PREFER that you do. Hosting comes with bandwidth, storage space, database and security tools, and other features. Projects that involve customization must be hosted with Software Blueprint and its affiliates to ensure the programs that we customize will work. If you want to host your site on another server this must be disclosed before we begin customizing.

Hosting Renewal Payment Obligations: Your hosting account will be automatically renewed under the same time and fee structure unless you give written notice to Software Blueprint (7) days before the renewal date that you do not wish to renew the account. Fee structures can be one time payments or reoccurring monthly payments.

Hosting Cancellation Payment Obligations: You may cancel at anytime. If you cancel before the first 30 days from the opening of your account you will receive your refund in full. If you cancel after the first 30 days, you will be obligated to pay all fees and charges accrued prior to the effective date of the cancellation.

Hosting Transfer Payment Obligations: If you wish to transfer your hosting to another provider Software Blueprint can, upon request, can download your site and give it to you. The cost for this service \$50 per copy.

30-day Money Back Guarantee on Hosting: If you are not completely satisfied with our services within the first 30 days from the opening of the account, you will be given a refund on your hosting fee excluding setup fees and time accrued from setup date. If paid by credit card, refunds will be issued to the original credit card provided at the time of purchase. If your account has been cancelled by us due to a breach of the terms and conditions on your part, you will not be eligible for a refund. Domain name registration is non-refundable.

Website Maintenance: There are no required maintenance fees other than domain registration and hosting. For work we do on the site after going live, we charge on an hourly basis. If you expect that maintenance will be a regular occurrence, you can buy a prepaid maintenance contract that affords a discounted hourly rate. If need be, we can customize a maintenance plan for your particular needs, but no plan is required.

Website Maintenance Payment Obligations: Depending upon the nature of the website changes, prepayment may be required. Should the client be invoiced after the changes are completed, the invoice is due upon receipt. If payment is not received within 30 days, the maintenance changes may be taken down until payment is received. After 60 days, there may also be a \$50 reposting fee added to the outstanding maintenance invoice balance.

Further Terms and Conditions

Email – We offer domain-based email accounts to our clients as an additional part of hosting contracts, contractual fee.

Training – For websites with administrative control panels (1) one-hour training session will be provided.

Technical Support – We offer local and long-distance phone support to our clients. We do not normally bill for technical support depending on the source of the problem, its severity, and our time invested. If Software Blueprint is not the source of the problem, technical support may be billable.

Training and Tutorials

Because customer service is in integral part of our business strategy, all of our projects include a one-time complimentary training session in order for our clients to better make

use of their new technology. Additional training hours can be purchased at our standard hourly rate or applied against your existing maintenance contract.

These Terms and Conditions supersede all previous representations, understandings or agreements. The Client's signature below or payment of an advance fee constitutes agreement to and acceptance of these Terms and Conditions. Payment online is an acceptance of our terms and conditions.

The client must recognize that at times there may be unforeseen circumstances that will delay the development process, particularly with reference to the integration of third party software. We will try our best to complete the project as agreed in the proposal. As long as it is within a reasonable period, the client agrees not to penalize us for any delay.

Software Blueprint takes no responsibility of any of the third party products, software or components used in the website development such as payment gateway, SSL certificates etc. We suggest you to take regular back-ups to avoid any disruptions unless otherwise agreed upon with Software Blueprint.

Software Blueprint takes no responsibility of any open source products such as WordPress, Open Source carts, Joomla etc. It is the clients responsibility to update all components and third party softwares, unless otherwise agreed upon with Software Blueprint.