



1. PRIVACY POLICY

We will never share your information with third parties unless required to do so by law or requested by you. The information we collect from you will be used to maintain your services with us and to represent the quality of our work to others, such as in our online portfolio.

2. OWNERSHIP OF WEBSITE DESIGN

Upon completion of a custom website design and payment of web design and development fees, the client is the owner of the commissioned website. The client may continue to use the commissioned website to promote the client's company or organization regardless of whether he/she chooses to continue further services with PagesOnly.com. The client does not have the right to resell the design or development to other companies. The client does have the right to add pages onto the existing site. The client does not have permission to reuse pieces of our work in a redesigned website that gives another company design credit.

3. OWNERSHIP OF WEBSITE DOMAIN NAME

Website domain names are leased from domain name registration companies. When PagesOnly.com registers a domain name for a client, that registration will be made in PagesOnly's name. Upon payment of any outstanding fees, the client has the right to use that domain name regardless of whether he/she chooses to continue further services with PagesOnly.com. Domain name renewal and renewal fees are the responsibility of the client. If the client chooses to have PagesOnly.com renew the domain name on behalf of the client, an additional service fee will apply. Clients are advised to closely monitor the renewal date of a registered domain name and to verify that the renewal of said domain name has been completed. PagesOnly.com cannot be responsible for expired domain names.

4. OWNERSHIP AND COPYRIGHT

All text and photos used as content in a commissioned website must be provided by the client (unless the client has hired PagesOnly.com for content development). The client must have ownership or written permission to use all content he/she provides for use. It is up to each client to ensure his/her design and/or content does not infringe on any trademark, service mark, or copyright. PagesOnly.com cannot be responsible for intellectual property infringements on behalf of clients. Also, PagesOnly.com cannot be responsible for submitted content. Clients should not mail irreplaceable photos or documents or send content that must be returned.



5. PROJECT INITIATION

The initiation of a web design or development project requires full payment in advance. We will complete the project within 4 weeks or less **from receiving the required content from the client**. This depends greatly on the efficiency of receiving all the needed content from the client.

6. PROJECT TIMELINE REQUIREMENTS FOR CLIENTS

Projects can be hindered if the client does not provide feedback or required elements in a timely manner, such as graphics, text to be used as content on the web pages, photos for either the design or for the content, the client's logo, basically anything required by the client in order to complete the project on time. If the client fails to handle the requests within five business days, then PagesOnly.com can no longer meet the 4 week completion and additional charges will applied to the client for delaying the project.

CLIENT LOGO – If the client fails to provide a copy of an existing logo within 5 business days, a substitute logo or company name graphic may be used. If the client later wishes to change the substitute logo or company name graphic, additional charges will apply.

HOME PAGE TEXT – The client is responsible for the Home Page content and photos. This is expected within 5 days of starting the project. Any changes to the text or photos can be modified by the client using the content management system (CMS).

TEXT AND PHOTOS FOR ALL OTHER WEB PAGES - It is the client's responsibility to provide content for all other pages in the website. The client must provides all text (**and optional photos**) within seven business days, so that PagesOnly.com will add that content to the website. If the client fails to provide content for those pages within seven business days, then PagesOnly.com will complete those pages with Dummy Text like the following: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor." The client will have the ability to add more complete content later using the content management system (CMS).

OTHER ELEMENTS OR ADMINISTRATIVE DUTIES – There may be other elements required such as passwords for existing domain names, etc. Regardless of what element may be required, if the client cannot or will not provide the required element or information within ten business days, PagesOnly.com reserves the right to make substitutions, leave elements out, or take other actions in order to complete the project.



7. HOW CONTENT SHOULD BE SUBMITTED

All content must be submitted electronically via email (contact us for the correct email address). Text must be selectable as actual text rather than as flattened images. Both text and photos/graphics must be clearly labeled with the name of the page on which they will be displayed. Content may not be submitted via fax or paper copies.

8. HOW MUCH CONTENT SHOULD BE SUBMITTED PER PAGE

It is recommended that each page you submit to have at least 250 to 300 words per page. If you do not do this, the search engines will penalize you for low content. It is also recommended that you have a photo that provides the reader another way of understanding what you are trying to convey.

9. HOW REVISIONS TO A WEBSITE DESIGN ARE HANDLED

We take pride in providing beautiful websites, and the majority of our clients are extremely pleased with the website designs we create for them. However, website design is a subjective art, and not everyone's tastes are the same. While we will gladly make design modifications for no additional charge while the project is in the first ten days of development, it is important to be clear on how revisions to the look of a website design are handled. If the client develops preferences or changes his/her mind after the start of the work, adjustments will be made by the hour at \$85.00 per hour.

10. MONTHLY CONTENT UPDATE PLAN

Clients on a PagesOnly.com monthly content update plan may send update requests via email (contact us for the correct email address). Routine content updates that fits into the allotted time specified in the client's content update plan is typically completed in about one business days or 24 hours from the request. Monthly content update plan fees are separate from hosting fees and may be cancelled at any time.

11. HOW TECHNICAL SUPPORT IS HANDLED

Clients whose websites are hosted by PagesOnly.com have access to emergency technical support 24 hours a day. In the event of a website hosting outage, clients should leave a voicemail message for the Technical Support phone extension, and a technician will be paged. The phone number is listed on the Contact Us page of our website. Please note, technical support cannot be provided for clients' individual computer issues or for third party products or services. For our clients who use email, it is up to the individual client to set up his/her email in an email software program or on his/her smart phone. If a client is unable to set up his/her email, the client should contract with a computer service company for assistance.



12. A CLIENT'S ROLE IN SECURITY

A client who utilizes PagesOnly.com's hosting service must agree to ensure any software on his/her website is kept current. For example, any client utilizing Joomla or Wordpress, Joomla or Wordpress Website Plug-ins, or any other software on the hosting server must ensure the elements are kept up to date at all times in order to ensure the latest security patches are in place. If a client is uncomfortable with the process of backing up the database and updating the software, he/she must hire a qualified webmaster to assist in the process. If a client is uncertain whether this applies to his/her website, he/she must inquire with a PagesOnly.com staff member.

PagesOnly.com clients are also required to use secure passwords on all logins. A secure password should include a minimum of eight characters, include a mixture of uppercase letters, lowercase letters, numbers, and symbols, and should avoid commonly guessed or hacked elements. These elements include, but are not limited to, a client's name, name of a spouse/child/pet, birthday or anniversary of self/spouse/child, words included in a standard dictionary, easily identifiable patterns such as 1234, 9876, qwerty, or asdf, or passwords in use with other service providers. If a client fails to protect the security of the server as described above, the client's account is in jeopardy of possible termination.

13. Payments

NON-PAYERS - If the balance on a completed project has not been paid within ten business days, a 10% penalty will be added. For example, if the remaining balance on a completed project is \$1,000, and that balance has not been paid within ten business days, the new balance on the complete project will automatically be increased to \$1,100. Balances that are not paid within 30 days will be reported to a credit bureau. Balances that are not paid within 60 days will be turned over to a collections agency.

MONTHLY FEES - Payment for monthly services such as Hosting or Contact Updating are due monthly via a credit card. If the credit card expires for some reason, the bank provides a new card, it is the client's responsibility to provide PagesOnly the new information so that the credit card does not decline.



14. BILLING ERRORS

If a billing error is noticed, the client should immediately contact PagesOnly.com. Refunds of overpayments will be made for up to a maximum of three months, so clients are urged to check billing statements regularly. Refunds of more than three months will not be processed. Additionally, PagesOnly.com reserves the right to bill clients for accidental undercharges for a maximum of up to three months.

15. SEARCH ENGINE GUARANTEE

Most every client would like his/her website to rank high in search engine results for selected keywords, yet search engine results are determined by a multitude of constantly changing factors, third party search engines, and the amount and quality of competition on the world wide web. PagesOnly.com guarantees certain search engine-friendly techniques will be used in the creating of each custom website, such as keywords in the title bar, the meta tags in the hidden coding behind the scenes, and alternate text behind some images. If the keyword placement in these three areas is not to the client's liking, PagesOnly.com will change these three items to the client's choices at an hourly rate of \$85.00. Additional search engine optimization (SEO) services are available for additional monthly fees. PagesOnly.com cannot be held responsible for search engine results.

16. SEARCH ENGINE OPTIMIZATION PLANS

Our Marketing Plans offer a variety of services, including search engine optimization management. These plans require a six-month minimum since it takes time to ramp up the effectiveness of these campaigns. After six months, the Marketing Plans convert to month-to-month plans, which may be cancelled at any time.

17. QUALITY GUARANTEE

We take pride in offering high quality services and professional customer service. While we make an effort to ensure every aspect of our service is to the client's liking, we cannot control every variable. It is up to each client to regularly test the functionality of his/her website, email, and any other product or service to ensure everything works as desired. If any problem is discovered or error has been made, please report the problem to us immediately so we may take appropriate action. We cannot be responsible for perceived loss of revenue under any circumstances. Changes resulting from a client's error and/or problems related to third party vendors or technology, such as hosting servers or browser software may result in additional charges.



18 A. TERMINATION OF SERVICES

If the client changes his/her mind about doing work with PagesOnly.com *during the course of the initial web design or development phase*, the client will be responsible for the amount of work already completed. In order to protect clients from unintentional service interruption, clients wishing to terminate any services must request the service termination in writing.

18 B. Notice of Web Hosting Termination. You must provide PagesOnly.com with notice of web hosting termination in writing by e-mail (from the email account specified by you when first ordering the Services). Any notice of termination will be effective thirty (30) days following PagesOnly.com's receipt thereof.

19. THIRD PARTY VENDORS

Third party vendors may have separate terms of service agreements. PagesOnly.com cannot be held liable for disputes with third party vendors, regardless of whether or not the service is part of a reseller agreement or referral. PagesOnly.com cannot be held responsible for lack of functionality or any other aspect of third party services.

20. REFUSAL OF SERVICE

PagesOnly.com does not accept projects that promote hate, intolerance, pornography, animal exploitation, or any other unethical practice. PagesOnly.com reserves the right to decline to do business with any client for any reason.

21. CHANGES TO TERMS OF SERVICE

PagesOnly.com reserves the right to change these terms of service at any time for any reason.