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## **WEBSITE / LOGO / AND DESIGN DEVELOPMENT PROCESS**

**Website Design** - Once site design is signed off on (via email consent, telephonic or other method), design is considered approved. Any subsequent changes to design are billable at our standard hourly rate.

**Navigation** – Once site outline/map is signed off on (via email consent), site navigation is considered approved. Any subsequent changes to navigation are billable at our standard hourly rate. This includes the names and descriptions of the pages within the website.

**Content** – Provision of content is customer's responsibility unless otherwise purchased. Content packages will clearly outline the amount of content purchased.

**Text content** – Content must be provided in digital form, unless copy is being developed by startasecuritycompany.com, Inc. Transcription of non-digital content is considered billable, unless otherwise provided for in customer's contract. Clients should provide proof-written copy. Revisions will be billable at our regular hourly rate.

**Graphical content** – Images outside of the website design must be provided in digital form or in a form that can be easily scanned, unless otherwise provided for in customer's contract. Subsequent revisions will be billable at our regular hourly rate.

**Timeframe** – Sites will be fully billable at the time a deposit or full payment is received, regardless of the amount of content, feedback or instructions you have or have not supplied us.

**Email** – We offer domain-based email accounts to our clients. Pricing will be determined at the time of sale or implementation.

**Technical Support** – We offer local, in-house phone support to our paying clients. We may bill for technical support depending on the problem's fault, severity, and time invested.

## **DEVELOPMENT PROCESS PAYMENT OBLIGATIONS, RENEWALS, CANCELLATIONS AND REFUNDS**

The deposit and/or full payment paid to startasecuritycompany.com, Inc. covers the cost of design work carried out, the consulting services, for preparation, domain registration, logo design when applicable, meta tag generation, search engine optimization and other services. It is not possible to refund a deposit once startasecuritycompany.com, Inc. has sent the first design to the Client. startasecuritycompany.com, Inc. reserve the right to decide whether a refund is applicable if requested by the Client for any reason. A refund is not guaranteed by

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## **START UP PACKAGES**

**Once startasecuritycompany.com, Inc. receives payment for any of our Business Start up Packages, there will be no refunds for any reason.** If a financing agreement has been signed by you or a third party on your behalf, you and your third party representative are fully responsible to honor the terms of that agreement in addition to any other agreement(s) that you have in full force and effect with startasecuritycompany.com, Inc.

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## **DOMAIN TRANSFERS**

For domains not originally registered with us there will be no transfer-in / transfer-out fee.

## **NON-DOMAIN-BASED TROUBLESHOOTING**

startasecuritycompany.com, Inc. maintains and troubleshoots the websites we develop for our clients, as well as any domain-based email accounts of those websites. We do NOT assume responsibility for upkeep or provide non-billable troubleshooting on our clients' ISPs (Internet Service Providers), ISP-based email accounts (Jim@123security.net, etc), your home or office internet connections, or any other non-domain-based issues outside startasecuritycompany.com, Inc. realm of service. Provision of non-domain-based troubleshooting services will be billable at our normal hourly rate.

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### **We protect your information:**

We work to protect your personal information from loss, misuse or unauthorized alteration by using industry-recognized security safeguards. We use both internal and external resources to review our security procedures. Our employees are trained and required to safeguard your information.

### **We tell you how we use your information:**

When we ask you for information, we will tell you, or it will be clear, what we need to know to fulfill your request and how the information you provide us will be used. For example, if you request a service from us, we will ask you for your name and contact information such as, mailing address, phone number, and e-mail address. In addition to responding to your request, we may use your contact information to tell you about products or services we think might interest you or to invite you to participate in a product or service-related survey. Because of the financial nature of our business, our Web sites are not designed to appeal to children under the age of 13. We do not knowingly request or receive any information from children.

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