Maintenance Time

Introduction

Each month, we provide Maintenance Time to our clients. If a job is too big, it might become a Project but we're really flexible with our Maintenance packages; we always want the best for our clients. We'll stay in regular contact too, so you'll be able to make the most of your time.

Your website will have been built to the current best practices, recommendations and API guides, but you need to use your Maintenance Time to keep it in tip top shape. Whether you need to move a button, or update a Google Shopping feed, this is how you get it done. We've put a few examples below.

What should I change?

Maintaining best practice

- Updates following changing SEO rules
- Tweaking page designs and UX/UI
- Upkeep to 3rd party integrations

Growing success

- Adding new functionality to the site
- Bulk updates (to save you time)
- Provide detailed training

Limitations

Included

- Make small changes to your site's functionality
- Get some support from Iconography
- Change the way your website looks

Not Included

- Support for any third party software
- SEO/PPC management/support
- On site training

FAQs

What if I don't use my Maintenance time?

Unused Maintenance Time does not accumulate month on month; any unused minutes are lost. You are responsible for using your Maintenance Time.

Why didn't you use my time, even though I made a request?

Although we will always aim to respond to tickets as soon as possible, we can not guarantee an immediate response. You should always aim to give us a week's notice of any requests.

Maintenance requests placed too close to the end of the month may not be fulfilled and unused maintenance time will be lost, so the earlier, the better!

What if I want something special?

If you want something that isn't covered by Maintenance, don't worry. We'll always try to help, whether it's by talking to you about online marketing, or by setting you up with a new Project.

Revision #3
Created 15 July 2024 09:57:35 by Mike
Updated 15 July 2024 10:06:08 by Mike