



sōlfire
creative

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Website Maintenance Subscription Agreement

Revised February 3, 2025

This contract outlines your new website maintenance plan. Your plan will be subscription-based and your payment method will be charged automatically. We'll perform all needed updates and maintenance once per quarter.

We follow a rigorous development protocol for updates, backing up and testing the site incrementally to ensure that the maintenance goes smoothly and nothing is lost.

- Update WordPress to the current version
- Update outdated plugins to the current versions
- Update the design theme to the current version
- Perform included content updates**
- Optimize database
- Test the site and resolve any issues
- Back up the updated site

** Included content updates are minor text changes, image swaps, navigation menu changes and the like. We'll let you know if any requested content changes would require extra fees, and we'll give you a quote up front.

Fee

A discounted rate of \$375 will be charged quarterly for the balance of 2025 (reg. \$425).

With the initial charge of \$375, your subscription begins immediately and continues with automatic payments every three months. You may cancel your subscription at any time before the next scheduled automatic payment; however, no refunds will be given for contracted services once the payment has posted.

Additional Terms

By processing your payment on our website, you agree to the terms of this agreement and your payment method will be charged every three months beginning today. We will contact you within 7 business days of each processed payment to request any content updates and let you know when the website maintenance has been completed.

If you opt out of website maintenance with Sōlfire Creative and your website goes down or stops working as expected, there will be a \$500 minimum charge to diagnose the problem and recommend solutions. Additional fees may be required in order to fix problem(s) we find.

Regular maintenance is recommended in order to keep your website safe, secure and running efficiently. However, we offer no guarantee that your website will not fail or succumb to malicious acts because there are many potential factors that are outside our control. By contracting with Sōlfire Creative for ongoing website maintenance, you agree to indemnify the agency, principals and vendors if your website is affected by an adverse event or malicious attack through any cause. The client is 100% responsible for paying any fees to Sōlfire Creative or other vendor for diagnosis and repair in this unlikely event. Additionally, we do not keep a copy of your website on file. Clients are responsible for maintaining an active web hosting account where the website files and backups are stored.

Further details are available on our website: <https://solfirecreative.com/website-maintenance/>