



WEB DESIGN POLICIES

Web design Policies

ALJ Business & Notary Services will create a custom design website for your business or personal use. A “Web Design Form” must be completed prior to the commencement of work, in addition to a signed Service Agreement.

The Work

- We offer a FREE 30-minute virtual consultation on projects up to the point that the client signs a contract and consultations will be conducted via Zoom Meetings. All other meetings and phone calls will be charged at the hourly rate of \$40 and rounded up to the nearest minute.
- All word documents, images, files should be sent via email to info@aljbns.org.

Turnaround Time (TAT)

- Website designs are completed within 6 weeks from date of signed agreement. Expedited design services are available for an additional fee and your website will be completed within 3 weeks of signed agreement.
- Expedited fees must be paid prior to the commencement of site design along with appropriate package fees.

Payment for Services

- Pricing is set and rates are non-negotiable. Modified payment arrangements can be made available upon request.
- Upon completion of the design and once full payment has been made, the website will be transferred to the client and client will have full ownership of the website. ALJ Business & Notary Services will no longer be able to access the website unless recurring monthly maintenance is required.
- ALJ Business & Notary Services will not transfer ownership of the design to client until all fees have been paid in full.

Non-Payment of Services

- If the final payment is not received by the established due date, an additional 2.5% late fee will be assessed after 10 calendar days.
- Failure to make payment within 20 calendar days will result in contract cancellation and termination of agreement.
- Final payment and all late fees must be paid prior to ownership transfer to client.
- Any additional costs incurred for chasing and/or recovering the outstanding fees will be added to the client’s account and is subject to interest.

Payment Methods

- We accept wire transfers to our bank account, funds transfer through PayPal, credit cards (online) and paypal.me/aljbns.

Refund Policy

- Due to the nature of the services being provided, all payments are non-refundable.

Domain Name Purchases

- Payment of Domain Name extensions is the responsibility of the client and is not included in the web design fees.
- Domain name extensions are available for purchase through Google, GoDaddy, Squarespace, Domain.com etc. We are happy to walk you through the process if necessary.

Email Account Creation

- For business purposes, we recommend establishing an email account that is connected to your domain extension name.
- If client so chooses to establish this email account, he or she will be responsible for the applicable fees.

Maintenance

You may choose to have ALJ Business & Notary Services operate under the title of webmaster for your website. Under this title, we will perform:

- Website updates, website maintenance, blog updating, corresponding with business owner on upcoming events to include on the website, adding content, and products. Maintenance should not exceed 5 hours per month.

Any request that exceeds the established maintenance hours will be billed at \$40 per hour. We will contact you once the established maintenance hours have been exhausted. All requested maintenance must be submitted via www.aljbns.org/contact or info@aljbns.org

Web Hosting

- You will be responsible for acquiring a hosting company for your website.
- Web hosting fees are the sole responsibility of the client and will be paid directly to prospective hosting company.
- ALJ Business & Notary Services does not set web hosting pricing and cannot guarantee the pricing of any hosting package you select.
- ALJ Business & Notary Services is not responsible for any service downtime or other technical difficulties your website may encounter through Wix or WordPress platform.

Marketing & Branding

- All websites created and or maintained by ALJ Business & Notary Services will include a hyperlink on the footer of the design that links to its website. Removal or altering of this brand identifier is not permitted for any reason.