

Lou K's Website Maintenance Terms of Service

1. Service Overview

This Website Maintenance Plan includes the following services for one website URL and one WordPress installation:

- Uptime monitoring
- Plugin updates
- Theme updates
- Health summary report
- Analytics reports

The plan **does not include** design or code changes, content updates, malware removal, hosting support, or security fixes.

2. Client Responsibilities

The client must provide admin-level login credentials to the website. It is the client's responsibility to ensure their hosting is active and functioning correctly.

3. Service Limitations & Liability

While we take all reasonable care in performing maintenance services, we are **not responsible** for:

- Website downtime
- Conflicts arising from updates
- Issues caused by third-party plugins or themes
- Security breaches, malware, or hacking incidents

We recommend that clients keep full backups of their websites and ensure their hosting provider has security measures in place.

4. Response Time

Support requests related to the maintenance plan will be addressed within **two (2) working days** from the time of notification.

5. Payments & Cancellations

- This service operates on a **monthly payment basis**.
- If the client cancels the service, maintenance will continue until the next scheduled payment date, after which the service will terminate.
- No partial refunds will be provided for cancellations made mid-cycle.

6. Modifications to Terms

We reserve the right to update these Terms of Service. Clients will be notified of any changes that may impact their service.

By subscribing to this service, the client acknowledges and agrees to these terms.

This document was last updated on 03/03/2025.