

KHAYDIGITAL
WEB & DIGITAL SOLUTIONS - PRODUCTION

Maintenance/ Web-Care Plans



KHAY DIGITAL LTD - JANUARY 2024

MUR

Web-Care/Maintenance Plans

Web-Care/Maintenance Plans are essential in order to keep many elements on your site up to date and keep it secure + extra support as listed. [Pick a plan that's right for you.](#)

1. Silent Junior

Static Sites

Benefits & Scope of work

- 2 hrs total monthly support
- 4-5 days turnaround
- Minor Content updates
- Image updates
- Plugin updates
- Core updates
- Monthly local backup
- Security monitoring
- Bug fix

Additional

- Additional hours: MUR 750/hr
- Out of scope work: MUR 1,500/hr

Bonus

- 5% off next website redesign or development project

<p>Monthly Subscription</p> <p>MUR 1,800 Flat monthly fee</p> <p>Min. 1 year commitment period</p>	<p>Quarterly Subscription</p> <p>MUR 5,100 Save MUR 100 per month</p> <p>Min. 1 year commitment period</p>	<p>Yearly Subscription</p> <p>MUR 19,200 Save MUR 200 per month</p> <p>Min. 1 year commitment period</p>
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2. Skilful Associate

Static Sites Ecommerce

Benefits & Scope of work

- 4 hrs total monthly support
- 2-3 days turnaround
- All from **Silent Junior** Package tasks
- Site health scan & optimisation
- Design updates
- Performance optimization
- SEO enhancements
- Ecommerce support : product management + inventory tracking

Additional

- Additional hours: MUR 950/hr
- Out of scope work: MUR 1,500/hr

Bonus

- 5% off next website redesign or development project

<p>Monthly Subscription</p> <p>MUR 5,500 Flat monthly fee</p> <p>Min. 1 year commitment period</p>	<p>Quarterly Subscription</p> <p>MUR 15,900 Save MUR 200 per month</p> <p>Min. 1 year commitment period</p>	<p>Yearly Subscription</p> <p>MUR 61,200 Save MUR 400 per month</p> <p>Min. 1 year commitment period</p>
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3. Swift Manager

Static Sites Dynamic Sites Ecommerce

Benefits & Scope of work

- 8 hrs total monthly support
- 12-48 hours turnaround
- All from **Skilful Associate** Package tasks
- Site health scan & optimisation
- Design & layout updates
- Performance optimization
- SEO enhancements
- Ecommerce support : product management + inventory tracking
- Ecommerce inventory update/ product entry of up to 100 products listing per month

Additional

- Additional hours: MUR 1,200/hr
- Out of scope work: MUR 1,500/hr

Bonus

- 7.5% off next website redesign or development project

<p>Monthly Subscription</p> <p>MUR 15,000 Flat monthly fee</p> <p>Min. 1 year commitment period</p>	<p>Quarterly Subscription</p> <p>MUR 39,900 Save MUR 200 per month</p> <p>Min. 1 year commitment period</p>	<p>Yearly Subscription</p> <p>MUR 156,000 Save MUR 500 per month</p> <p>Min. 1 year commitment period</p>
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Terms & Conditions

1. Website Maintenance - Web-Care

Khay Digital shall provide Client with maintenance (aka Web-Care) to the website for mentioned time period within this contract. Our maintenance plan includes all the task listed earlier in this proposal. Any additional tasks that do not form part of this agreement will be subject to additional charges. Khay Digital will notify the client of any additional fees prior to commencing the additional task.

During the duration of this contract, the Client agrees that Khay Digital will be the sole provider of maintenance services for the website, and no other party will have access to or rights to change the website. If a party other than Khay Digital makes changes to the website, any errors that are created must be repaired and will be charged for at the hourly rate specified above. Minor changes should not exceed more than 20% of the content on any single site page.

2. Website Maintenance - Web-Care - Payments

The subscription must be paid on a monthly, quarterly or yearly basis with the 1st payment due on the 20th of every month by standing order or direct debit for the period in order for the retainer to be considered valid. Invoices for each billing period will be issued on the 15th of each month.

All prices are exclusive of VAT. VAT may be applicable as and when required by law.

3. Website Maintenance - Web-Care - Refunds

All payments made for Web-Care/maintenance services are non-refundable. This policy is in place as we allocate resources and commit to providing the agreed-upon services for the designated term. Exceptions may be considered on a case-to-case basis at our discretion. Please contact us to discuss any concerns or issues, and we will strive to find a suitable resolution.

4. Website Maintenance - Web-Care - Cancellation/Termination

Termination requests for Web-Care/maintenance must be submitted in writing or by email at least one month prior to the commitment period's expiration.

Termination within the commitment period (monthly & quarterly) will incur fees equivalent to three extra month or a full next quarterly fee.

For yearly subscriptions, termination before half of the period qualifies for up to a 40% refund of the remaining period. Termination after half of the period served qualifies for up to a 20% refund of the remaining period.

If unpaid invoices extend beyond 7 days (for monthly), 14 days (for quarterly), or 21 days (for yearly), and the client fails to provide written notice or update on payment delay, Khay Digital reserves the right to terminate the subscription plans and collect payment accordingly.

5. Access Requirements

If the Client's website is to be installed on a third-party server, Khay Digital must be granted temporary read/write access to the Client's storage directories which must be accessible via FTP. Depending on the specific nature of the project, other resources might also need to be configured on the server.

6. Standard Media Delivery

Unless otherwise specified in the project quotation, this agreement assumes that any text will be provided by the Client in electronic format (text files delivered on USB drive or via e-mail or FTP) and that all photographs and other graphics will be provided in .gif, .jpeg, .png or .tiff format. Although every reasonable attempt shall be made by Khay Digital to return to the Client any images or printed material provided for use in Web-Care of the Client's website, such return cannot be guaranteed.

7. General

These Terms and Conditions supersede all previous representations, understandings or agreements. The Client's acceptance via email, text or payment of an advance fee constitutes agreement to and acceptance of these Terms and Conditions. Payment online is an acceptance of our terms and conditions.

8. Governing Law

This Agreement shall be governed by The Constitution of the Republic of Mauritius.

9. Liability

Khay Digital hereby excludes itself, its Employees and or Agents from all and any liability from:

- Loss or damage caused by any inaccuracy;
- Loss or damage caused by omission;
- Loss or damage caused by delay or error, whether the result of negligence or other cause in the production/maintenance of the website;
- Loss or damage to clients' artwork/photos, supplied for the site. Immaterial whether the loss or damage results from negligence or otherwise.

The entire liability of Khay Digital to the Client in respect of any claim whatsoever or breach of this Agreement, whether or not arising out of negligence, shall be limited to the charges paid for the Services under this Agreement in respect of which the breach has arisen.

10. Severability

In the event any one or more of the provisions of this Agreement shall be held to be invalid, illegal or unenforceable, the remaining provisions of this Agreement shall be unimpaired and the Agreement shall not be void for this reason alone. Such invalid, illegal or unenforceable provision shall be replaced by a mutually acceptable valid, legal and enforceable provision, which comes closest to the intention of the parties underlying the invalid clause.

11. Rates & Price Variations

Khay Digital reserves the right to adjust the service rates and prices at its own discretion without prior notice to the client. Such adjustments may occur in the event of currency fluctuations, unforeseen economic circumstances, or any other ethical reasons that may impact the cost of providing the services.

Any changes to the service rates and prices will be communicated to the client before the next billing period. Khay Digital will make reasonable efforts to provide timely notification of any adjustments to ensure transparency and allow the client to review and assess the changes.

Get Started!

We kindly request that you thoroughly review the preceding pages to ensure a clear understanding of all the details involved in our collaboration. Transparency and open communication are fundamental to establishing a solid foundation for a mutually beneficial working relationship.

Please note that these Terms & Conditions may be subject to changes upon agreement from both parties. We value flexibility and aim to accommodate any necessary adjustments to align with your expectations and our capabilities.

If you have any questions or require further clarification, please don't hesitate to reach out. We are committed to finding the most effective way to work together and are here to address any concerns you may have.

Thank you for your attention, and we look forward to a productive partnership.

**To confirm your acceptance of our Web-Care proposal,
kindly fill this page and sign below with your name and capacity.**

Plan Details

- Select Plan:**
- 1. Junior
 - 2. Associate
 - 3. Manager

Acknowledgments

- I have read the respective plan details on Pg 2.
- I am committed for the period stated on Pg 2.
- I have read the terms & conditions on Pg 3.

Bill Cycle: Monthly Quarterly Yearly **Website:** _____

Service Provider Signature

Signature: _____

Name: Faiz M. Khayrattee

Capacity: Director

Date: _____

Client(s) Signature

Signature (1): _____

Name (1): _____

Capacity (1): _____

Date: _____

Client(s) Contact Details

Email (1): _____

Phone (1): _____

Email (2): _____

Phone (2): _____

Signature (2): _____

Name (2): _____

Capacity (2): _____

Date: _____