

## **More Lime WordPress Website Essential Maintenance Service Terms & Conditions - Issue date: January 2016**



### **Overview**

This maintenance service has been designed to assist you in maintaining your WordPress website and to offer you the increased security that comes from regular site updates. There can however be no guarantee that this will prevent your site being hacked or otherwise threatened and More Lime takes no responsibility for any loss due incurred due to loss or disruption to your website.

### **Inclusions & Limits**

This package includes only the options described here:

More Lime will carry out a maintenance check MONTHLY (on the first Monday each month).

This will include the following items.

1. Full site back ups into cloud storage
2. Updates to WordPress core as available
3. Updates to Plugins as available
4. Theme updates from Elegant Themes (or your theme provider) as available
5. Theme updates to one back up WordPress theme.

In addition to this emergency security updates will be added when we are aware of them. We monitor this by internet and email alerts provided to us by third parties.

This is not a 24/7 maintenance contract. Work will only be carried out as described. Additional work will be subject to separate agreement.

### **Payment**

Payment must be made by direct debit to be received in my account on 01 of the month or for a prepaid term by agreement.

If payment is not received no maintenance work will be done.

An automated invoice will be forwarded to you to confirm receipt of your payment.

### **Restore**

If there is a problem on your site which can be rectified by a simple back up restore we will provide this at no charge. Please note in some circumstances this may not resolve the problem.

We do not offer more complicated website restore services, such as malware or virus infection. But should the need arise we will refer you to our recommended partner who can provide the technical support that you need. Any services required from them by you, will be agreed directly between you and them. More Lime acts only as a referral service in this regard.

### **Compatibility**

From time to time there may be issues of compatibility between WordPress and your site set up. These issues are beyond our control and any additional services arising from such incompatibilities are chargeable. A quote will be provided for your agreement before work required is done.

### **Cancellation**

There is no tie in or notice period. You are free to cancel at any month end.

### **Changes**

We reserve the right to change our package offering at any time, you will be notified of any changes and you have the right to continue or not following these changes.

From time to time we may recommend additional services to you that will be of benefit to your website if we feel this is appropriate and useful.

### **Agreement**

By setting up your payment to us for this package you are agreeing to the above terms and conditions which have been clearly brought to your attention.