



Custom Code & Design LLC - Website Maintenance Agreement

This Maintenance Agreement ("Agreement") is entered into by and between Custom Code & Design LLC ("Provider"), and [Client Name] ("Client") for the ongoing maintenance and support of the Client's website.

1. Scope of Services

Provider agrees to perform the following website maintenance services under the selected plan:

- Regular updates to website content, software, and plugins
- Site backups (manual or automated)
- Security monitoring and threat protection
- Broken link fixes and page speed optimization
- Performance and SEO audits (quarterly for annual members)
- Troubleshooting and bug fixes
- Minor content and image updates (within scope of selected plan)
- Technical support via email or phone
- Emergency repair service (based on availability and plan tier)

Services not included in this Agreement (e.g., new feature development, major redesigns) will be quoted separately.

2. Plan Tiers and Pricing

Client may choose one of the following plans:



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Monthly Plans:

- Basic: \$250/month - Includes regular updates, security checks, basic SEO, and backups
- Standard: \$750/month - Includes SEO improvements, performance optimization, support, and analytics
- Premium: \$1,500/month - Full-service maintenance, priority support, detailed reporting, and advanced optimization

Hourly Maintenance: \$50/hour - For tasks not covered in the plan or one-off requests

Annual Membership:

- \$1,000 - \$1,500/year (based on plan) - Includes priority support, quarterly audits, and 10% discount on additional services

Custom plans are available upon request and will be documented in the project proposal.

3. Payment Terms

- Monthly plans are prepaid at the start of each billing cycle.
- Annual memberships are prepaid in full.
- Additional hours or services beyond the selected plan will be invoiced monthly.



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4. Client Responsibilities

- Client shall provide timely access to their website, hosting, and related systems.
- Client agrees to report technical issues promptly and provide required content or instructions.

5. Term and Termination

- This Agreement shall begin on [Start Date] and continue month-to-month or annually, based on the selected plan.
- Either party may terminate with 30 days' written notice.
- No refunds are provided for unused time in prepaid plans.

6. Limitation of Liability

Provider shall not be held liable for any loss of data, revenue, or functionality caused by software updates, third-party hosting issues, or client modifications. Provider is not responsible for issues arising from platforms or services beyond their control.

7. Governing Law

This Agreement shall be governed by the laws of the State of Nevada (Douglas County).

Signed:

Client Name: _____



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Date: _____

Provider: Georgia Novotny, Custom Code & Design LLC

Date: _____