

TERMS AND CONDITIONS

Monthly Subscription Packages

Payment for the Bronze, Silver, or Gold Monthly Subscription Package is due on the first of every month. Although there is no cancellation fee, there is a \$120.00 reactivation fee should you decide to resubscribe.

Bronze Monthly Subscription Package

Includes the following monthly web maintenance services only:

1. Content Updates
2. Plugins/Theme Updates
3. Email Accounts Technical Support
4. WordPress Installation Updates & Backup

Please note: The website and email accounts must be hosted by Virtual Administrative Projects to receive technical support services. The typical turnaround time for providing technical support and content update requests is within 48 hours. Virtual Administrative Projects does not provide the content.

Silver Monthly Subscription Package

Includes the following monthly services:

1. All services included in the Bronze Monthly Subscription Package, including website/email hosted by a third-party
2. Social Media Maintenance (Facebook, Instagram, LinkedIn, and YouTube)

Please note: The typical turnaround time for providing technical support and content update requests is within 48 hours. Social media maintenance is provided between the hours of 9 am and 5 pm. Services provided afterhours will require an additional fee. Virtual Administrative Projects does not provide the content.

Gold Monthly Subscription Package

Includes the following monthly services:

1. All services included in the Bronze and Silver Monthly Subscription Packages, including website/email hosted by a third-party
2. Virtual technical support for livestreaming and video conferencing platforms

Please note: The typical turnaround time for providing technical support and content update requests is within 48 hours. Social media maintenance is provided between the hours of 9 am and 5 pm. Services provided afterhours will require an additional fee. Virtual Administrative Projects does not provide the content.

Graphic Design Package

Redesign Policy:

Graphic Design Services are typically completed within five (5) business days. We are not responsible for spelling errors or typos. Any edit, redesign, or reprint of your order after approval will require an additional service fee. Please be sure to proofread your order carefully before final approval.

Low resolution images do not print well; therefore, any personal photos added to your order should have a minimum resolution of 300 dpi. We will not redesign any graphic due to poor image quality resulting from the use of low resolution.

Web Design Package

Web Design Services are typically completed within thirty (30) business days. The client will have three (3) business days following publishing of the website to request edits and provide final approval. Changes requested after the three-day period will incur a \$95 one-time maintenance fee.

Our Web Hosting Package

A Web Hosting Package may be cancelled at any time without additional fees. However, the customer should export all website files prior to cancelling to avoid loss of website content. A web hosting package is subject to suspension one day after a missed payment, and website files will no longer be accessible upon suspension.

Returned Check Policy

A returned check (electronic or paper) issued to Virtual Administrative Projects, LLC will result in a \$50.00 return-check fee being placed on the customer account for each returned check, no matter the reason.

Each account will be allowed two returned checks after which payment by check will not be accepted. This includes returned electronic payments.