

## 1. Introduction

These Website Maintenance Terms and Conditions ("Agreement") govern the website maintenance services provided by YOONY.N Ltd. ("Service Provider") to the client ("Client"). By purchasing website maintenance services, the Client agrees to comply with these terms.

## 2. Services Provided

The Service Provider agrees to provide website maintenance services, which may include:

- Regular updates to website software, plugins, and themes
- Security monitoring and vulnerability fixes
- Performance optimization (e.g., speed improvements, caching)
- Bug fixes and minor adjustments to the website's functionality
- Regular website backups
- Content updates (if included in the package)

Maintenance Service does not include:

- Website redesigns or major structural changes
- Fixing serious issues that require more than one hour's work caused by 3rd party plug-ins
- Fixing issues caused by code not written by the Service Provider such as in the case when the website was built by another party.
- Adding new functionality or custom development
- SEO services beyond basic optimization
- Hosting services (covered under a separate agreement)

## 3. Payment and Fees

- Client agrees to pay the agreed maintenance fees as per the selected plan.
- Payments are due on a monthly billing with funds cleared by the 1st day of each calendar month
- Late payments may result in service suspension until the balance is cleared.
- A £30 charge will apply for each letter, email, or phone call made to chase overdue payments.
- All fees are non-refundable unless otherwise stated.

The Service Provider reserves the right to amend its fees for services at any time. Any fee changes, will be communicated to the Client in no less than 28 days' by email before the new fees take effect. Continued use of our services after this notice period will constitute acceptance of the revised fees. If you do not agree to the changes, you have the right to terminate your agreement in accordance and if you are outside of your fixed term and with the existing terms before the new fees come into effect.

## 4. Term and Termination

- This Agreement begins on the service start date and continues until terminated by either party.
- Either party may terminate the Agreement with 90 days' written notice.
- If payment is not received within 14 days of the due date, maintenance services will be immediately suspended, and any pending updates or fixes will not be performed.

- The Service Provider is not responsible for any website issues that arise due to non-payment or termination of the maintenance contract.

## 5. Client Responsibilities

- The Client agrees to provide all necessary access credentials (e.g., admin login, FTP, hosting details) for the Service Provider to perform maintenance tasks.
- The Client is responsible for ensuring that they have proper backups of their data.
- If a third party makes modifications to the website, the Service Provider is not responsible for any issues caused.

## 6. Limitation of Liability

- The Service Provider is not liable for any website downtime, data loss, security breaches, or damages resulting from:
  - Hosting issues
  - Software updates beyond our control
  - Client errors or modifications
  - Third-party plugins or themes
- This Agreement is for website maintenance only. Hosting services are covered under a separate agreement.

## 7. Service Requests and Response Times

- The Client may submit maintenance requests via email or the designated support portal.
- Standard response time is [X] business days, depending on the complexity of the request.
- Urgent requests may incur an additional charge if immediate attention is required.

## 8. Changes to Terms

The Service Provider reserves the right to amend, update, or modify these Terms and Conditions at any time. In the event of any changes, we will provide no less than 28 days' notice the Client by email before the amendments take effect. Continued use of our services after this notice period will constitute acceptance of the revised Terms and Conditions. If you do not agree to the changes, you have the right to terminate your agreement in accordance with the existing terms before the amendments take effect.

## 9. Acceptance of Terms

By signing a sales order, agreeing to a quotation, or providing written confirmation (including via email) to proceed with any maintenance work, the Client acknowledges that they have read, understood, and agreed to these Terms and Conditions.

## 10. Contact Information

For inquiries, support, or complaints, contact:  
Yoony.n Ltd  
hi@yoonym.com  
+44 (0) 1905 935 327