

TRULY TEXAN AGREEMENT

5312 Hartson, Kyle TX 78640 (512) 268-3093

Your Name*		Company Name*	
Primary Email*		Billing Information:	
Alternative Email		Name on Card*	
Company Phone*		Street Address (line 1)*	
Alternative Phone		Street Address (line 2)	
Visa, MC, Amex # *		City*	
Expiration Date*		State*	
CVV code*		Zip*	

Definitions:

"Truly Texan" is Cindy Blewett's company which provides web design, SEO, and other web site related services. It also hosts websites on its server in Dallas but is gradually moving sites to its reseller site, WWD.

TrulyWebsites.com is my affiliate account with Go Daddy. Their products and services are governed by the policies, terms & conditions on trulywebsites.com and are billed by them and appear on your credit card as Domains Hosting (or some variation thereof). Technical and billing inquiries on their products should be directed to them at (480) 624-2500. If you prefer that Truly Texan handle such things for you, our standard support rates as described below will apply.

"SM" means social media and can include Pinterest, Tumblr, Facebook & Twitter, among others.

WEB SITE HOSTING RATES

The following rates are for sites hosted at trulywebsites.com and are subject to change (but not much and not often). Texas residents will also pay sales tax.

Basic Sites	\$12.88/mo*	Includes 10 email accounts & dedicated IP. Other services are extra
E-commerce Sites	As above plus \$35/yr for SSL or \$110/yr for Premium SSL (strongly recommended)	
*Statistics are not included but your webmaster can set up Google Analytics and Webmaster Tools, both of which are free (though your webmaster isn't).		

WEB SITE UPDATES, MGMT, SEO/SEM, SM, CONSULTING & SUPPORT RATES

Slots will be filled on a first-come, first-serve basis, with priority given to existing management clients.

AD HOC RATES (no retainer plan)

Web Design Updates, Management, Edits, SEO/SEM, Consulting, & Support whether by phone or email or in person:	\$120/hr 15 minute minimum per incident	
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RETAINER PLAN RATES (If desired, please check one of the following)

Retainer Plan (Slots available)	Normal* Turn-around	Hourly Rate	Minimum Monthly Charge**	
Bronze (max 25)	1 to 30 business days	\$90	\$15	
Silver (max 2)	1 to 9 business days	\$85	\$255	
Gold (max 3)	1 to 7 business days	\$80	\$400	
Platinum (max 2)	1 to 4 business days	\$70	\$560	

* "Normal" depends on the amount and/or difficulty of work you have or what jobs are ahead of you.. I prioritize work in the following order of importance:

1. Troubleshooting a problem that is causing a client to lose money, i.e. site is down, contact form is corrupted.
2. Your retainer level and your place in the queue compared to other retainer clients, and, of course, the relative importance of all requests, i.e. function is more important than form.

The "Minimum Monthly Charge" does **not include any specific work. It retains my time for your use as needed.

GENERAL TERMS & CONDITIONS:

Client understands and agrees to the following, where applicable:

1. Truly Texan agrees to perform all tasks described above to the best of its ability or to manage any such work that may be subcontracted out, such as newsletters, social media management, or aspects of previously mentioned work.
2. Truly Texan is not responsible for hardware or software failures, acts of God or nature, or other outside forces beyond its control. Truly Texan follows industry standards to protect Client's information and site.
3. Clients commits to a minimum of 3 months on any retainer plan after which time Client agrees to provide 30 days notice of cancellation.
4. Custom graphics work by Truly Texan is for use on Client's website only. Use on any other website or media requires prior authorization and, as required, payment.
5. Billing:
 - a) TrulyWebsites.com (Domains Hosting) bills Client directly for products (hosting, email, SSL, etc.) bought through www.trulywebsites.com, and Client agrees to all policies and payment procedures as required on that website. Client agrees that it is Client's responsibility to keep payment methods updated on trulywebsites.com..
 - b) For professional services provided by Cindy Blewett dba Truly Texan or Truly Web Design: Truly Texan accepts Visa, MasterCard, American Express and PayPal (not PayPal e-checks). Invoices are emailed on or about the 23rd of each month. The billing period begins on the 24th. Client has at least 48 hours to review invoice before charges are run. If paying with PayPal, Client agrees to pay within 2 business days of receipt of the invoice.
 - c) Retainer plans are payable in advance. Any hours worked over and above the number of hours used to calculate the minimum monthly bill are included in the next invoice.
6. LATE PAYMENT POLICY: Client agrees to notify Truly Texan *prior* to billing of changes to credit card information. There is no penalty for the first decline of a credit card charge, regardless of the reason for the decline. Truly Texan will notify Client of the decline, and Client agrees to provide valid credit card information within 1 business day. Invoices unpaid after 5 days incur a \$25 late fee. **There are NO exceptions to this rule no matter how much I like you or how nice you are or what a "good" customer you are.**
7. Client agrees to give 30 days notice of cancellation of any service.

Signature

Date

Re-enter name to confirm agreement.