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## Terms and Conditions

**The product/service:** WordPress website maintenance; premium plan

**Price:** 357€/trimester (119€/month)

\* The price does not include VAT (it will not be charged).

### 1. Service list

Maintenance services include the following:

- WordPress updates – Installing updates of WordPress and all its components, both themes and plugins, and making sure that these updates do not have compatibility issues with the website. Such updates will be carried out weekly.
  - It is the responsibility of the Client to keep active the theme or plugin licenses that require it.
  - No updates will be performed to plugins or themes that cannot be updated due to inactive licenses of other plugins.
- Backups – Keeping backups of the website's database and files to ensure that the customer always has a recent backup. Such backups will be made daily.
- Backups restoring - If the client's website is "hacked" or infected with unwanted malicious code or even if it is deleted, the service provider will help restore the client's website and help avoid long interruptions.
- Support – The client will have 2 monthly hours of technical support in which the service provider will be available to perform any task related to the website.
  - Unused time is not cumulative and non-refundable.
- Monitoring of activity time – The time of activity of the website will be monitored, and in case the website can not be accessed, the client will be notified as soon as possible.
- Security management – Applying the necessary measures to have the website safe and protected against potential malicious attacks, and in the worst case that the website goes down or is "hacked", this will be solved.
- Database optimization – The database will be optimized and cleaned monthly to improve its efficiency and prevent web pages from loading more slowly.
- 15% discount on price per hour – A 15% discount will be applied to the price per hour detailed in point 4.
- Reports – The client will get once a month a report with a summary of everything carried out as part of the maintenance service.

### 2. Current clients

- For websites that have been built and designed from scratch by Gerard Blanco, the maintenance service also includes fixing critical website bugs, ensuring the proper functioning of the website.
- Fixing critical website bugs will not be deducted from the monthly support time that corresponds to the client according to section 1.

- Fixing critical website bugs does not include the repair of malfunctions resulting from technical/design changes made to the website by the client or anyone on his behalf. For the avoidance of doubt, the repair of such problems shall be priced according to section 5.

### **3. Acceptance**

- The product/service acquisition must be done through the form that appears on <https://www.gerardblanco.com/en/wordpress-web-maintenance/>
- As a condition to contract any service, the client must provide their information in the corresponding form. The registration information provided must be accurate, complete and updated at all times. Failure to do so constitutes a violation of the terms, which may result in the dissolution of the agreement with Gerard Blanco.
- The website shall not be subject to any other maintenance service by another service provider (for example, the hosting provider) that takes care of the installation of WordPress, themes and plugins updates.

### **4. Dates and methods of payment**

- The client will make the first payment of the indicated amount using the payment form on the website.
- The following payments will be charged automatically.
- Each payment covers maintenance for the next 3 months.

### **5. Additional work**

- Any work on the website not included in this agreement will be considered additional work and will be priced at a rate of 180 ILS per hour. The service provider reserves the right to update this rate as it deems appropriate.
- If, upon receiving the first payment and access to the website, it is in poor technical condition as a result of "hacking", virus or malware infections, misuse of the administration panel, or similar, it will be fixed based on the price per hour defined in the previous point. If the client prefers not to fix such issues, the service provider will return the payment to the client and the agreement with Gerard Blanco will be dissolved.

### **6. Cancellations**

- If no payment is received when scheduled to do so, it will be considered as a notification to stop all maintenance services.

### **7. Liability**

- The service provider will not be held responsible for any damage caused to the client or third parties, including damages due to claims, hacking, loss or leaking, or similar situations.

### **8. Jurisdiction**

- This agreement shall be governed by the laws of the State of Israel and courts of such state shall have exclusive jurisdiction and venue.