

Sample Website Maintenance Contract

This contract ensures that Punctuate Communications will maintain your website for the period of one year from its date under the terms below. It includes many aspect of normal upkeep but may exclude some work deemed as too substantial or time consuming to be covered by the monthly maintenance rate.

This Agreement is between Punctuate Communications (hereinafter referred to as 'Punctuate') and the Client named directly below:

The Client (name): _____

Under the terms of this Agreement and prompt payment of the monthly sum of £30 by standing order starting one calendar month from the date of this Agreement, Punctuate agrees to:

1. Make every endeavour to ensure the Client's website at www.yourdomain.co.uk is fully functioning and live on the internet. This excludes any downtime instigated by the ISP hosting the website, out of Punctuate's control;
2. Similarly make every endeavour to ensure any e-mail forwarding or other set-ups instigated by Punctuate on behalf of the Client is fully functioning;
3. Ensure all links between the Client's webpages originally set up within and from the above mentioned site are fully functioning;
4. Ensure all technical and creative functionality within the said website are maintained as agreed between the parties;
5. Renew the existing domain name and web hosting services if they are due to expire within the term of this contract. The cost of this renewal will usually be borne by Punctuate unless there are unexpectedly high charges imposed by the hosting ISP. In this latter event Punctuate will inform the Client in good time to negotiate a reasonable contribution thereto.
6. Make minor updates to the Client's website, for instance, simple text, image or link changes, at no extra charge, providing that such changes do not consume more than one hour of Punctuate's time each month for as long as the Agreement is in place. In the event such changes exceed one hour in any one month Punctuate reserves the right to invoice the Client for the excess time incurred under its normal payment terms.
7. In the event updates to the website exceed one hour each month for more than three consecutive months, Punctuate may advise the Client that the Agreement be varied, increasing the monthly maintenance premium to better reflect the volume of future anticipated work. Reasonable notice will be given.
8. Exceptions to this Agreement include, but are not limited to:
 - a. Additions of new web pages
 - b. Additional photography, video, audio or image supply and inclusion within web pages
 - c. Additional programming and code changes
 - d. Additional features including, but not limited to, video, audio, animations, re-branding and re-designs
 - e. Automatic update features
 - f. New or amended database facilitiesAny such exceptions will be advised by Punctuate to the Client in writing in the form of a quotation document
9. This maintenance Agreement commences on the date shown below and will terminate on the last date one calendar year ahead. The Agreement must be returned accompanied by the standing order which forms part of the Agreement. In the event that the standing order is terminated at any time during the term of the Agreement, or payments suspended, all terms hereto will automatically be rescinded.

Signed (the client) _____

Date _____