



## Maintenance Packages

If you decide that you don't have the time to keep your website updated, Purple Monkey Designs can maintain your site for you. We use a credit system to keep track of updates and additions to your websites.

- Editing text on an existing page 1 Credit
- Adding or Removing Images on existing page 1 Credit
- Adding or Removing Images\* from a Simple Image Gallery(SIG) 1 Credit
- Adding or Removing Images\* from a HighSlide Gallery (HS) 2 Credits  
\*These image update credits are for up to 10 images.
- Adding a new page to your website (content included) 3 Credits
- Reformatting and rearranging new images and content on a page 3 Credits
- Add a new web element to your website
  - Blog 3 Credits
  - Photo Gallery (SIG) + up to 20 images 4 Credits
  - Guest Book 4 Credits
  - Form 5 Credits
  - Music Player 5 Credits
  - Photo Gallery (HS) + up to 20 images 6 Credits
  - Message Board 12 Credits

\*\*\*This list shows the number of credits it will take for an average update of each kind. Credit amounts can vary slightly based on specific requests. Credit amounts will be set and agreed upon before the update is started.

### Credits can be purchased in a few different ways.

If you sign a yearly contract, you can receive a set amount of credits per month for the length of your contract.

- |                   |                            |                 |
|-------------------|----------------------------|-----------------|
| • 1 Year Contract | up to 10 Credits per month | \$30 per month  |
| • 2 Year Contract | up to 10 Credits per month | \$25 per month  |
| • 1 Year Contract | up to 30 Credits per month | \$60 per month  |
| • 2 Year Contract | up to 30 Credits per month | \$50 per month  |
| • 1 Year Contract | up to 50 Credits per month | \$100 per month |
| • 2 Year Contract | up to 50 Credits per month | \$90 per month  |

\*\*\*Credits do not roll over from month to month.

If you choose to purchase a 1 or 2 year plan, the full balance is due at the time of the signing of the contract. If you are unable to pay the full amount, we will consider working out a payment plan including a 5% interest rate on the balance remaining after the date of the signed contract.

If you don't want to commit to a year of updates, you may purchase a specific number of credits *which will never expire*.

- 10 Credits                      \$60
- 30 Credits                      \$175
- 50 Credits                      \$280
- 100 Credits                    \$600

The benefit of purchasing credit plans is that once an amount of credits is set for a specific update is agreed upon, that amount cannot be increased even if problems occur that make the update take more time than originally expected.

To purchase a maintenance plan please log on to the "Client Resource" section of the Purple Monkey Designs webpage and click on the "Maintenance" link. On this page you will find two different forms. One will be to sign up for a maintenance plan and the other is to submit an update request. Updates will be completed within 48 hours of credit amount agreement.

To sign up for a new plan, you will fill out the "Maintenance Plan Purchase" form and select your method of payment. Once payment is received you will be able to submit your update requests through the "Maintenance Request" form. Requests must be as specific as possible because each update will be done exactly per your request. If you view your update and decide you want it done a different way, additional credits will be charged. Each time an update is complete, you will be informed via email with an overview of the completed updates, a balance of your remaining credits, and an update receipt will be mailed to you.

If you don't want to purchase a package of credits and you would like to pay for updates as you need them, any updates will cost \$20 per hour. To figure out approximately how much your updates will cost, each credit takes about 20 minutes. However, if complications arise, the total number of hours will be adjusted accordingly.

If you have any more questions about maintenance on your website, please visit the F.A.Q. section of the Purple Monkey Designs website or email us at [info@purplemonkeydesigns.com](mailto:info@purplemonkeydesigns.com).