FIVE MORE TALENTS

Service Agreement

Introduction

It's important to have things in writing so that we both know what's what, who should do what, when, and what will happen if something doesn't go right. We do our best to fulfill your needs and exceed your expectations.

In this Service Agreement, you will not find any complicated legal terms or long passages of unreadable wording. We have no desire to have you sign something that you might later regret. What we do want is what's best for both parties, now and in the future.

In Summary

You are hiring Five More Talents to build your church a new website and provide digital marketing services for the agreed-upon price for a duration of 12 months. This price and our services rendered to you are indicated by your Plan selection in our online Order Form.

After 12 months, our Service Agreement will be month-to-month. If you cancel our Service within the 12 months, you will be required to pay the remaining balance of this Agreement to have your website released.

We offer a 30-day money-back guarantee if you don't think we're a good fit for you. We also reserve the right to cancel this Service Agreement and provide a full refund within 30 days of starting.

What the Client Agrees to:

Authority – You have the authority to enter this Service Agreement on behalf of yourself, your company, or your organization.

Providing Our Team Content – You understand that we require certain assets and information to do a great job for you, and will be required to provide these details in our Onboarding Process, which is clearly outlined upon completing our online Order Form.

Feedback And Website Revisions – You'll review our work and provide feedback in a timely manner.

Payment – Your monthly payment will automatically be deducted from your account. You agree, in the event of a failed payment, to update your payment method in a timely manner to not disrupt our service.

What Five More Talents Agrees to:

We have the experience and ability to do everything we've agreed to, and we'll do it all in a professional and timely manner. We'll endeavor to meet every deadline that's set and, on top of that, seek to meet or exceed expectations in our "working partnership."

What Will be Included in the Monthly Website Maintenance

High-speed web hosting, security certificates, third party backups, uptime monitoring, premium website plugins, plugin updates, theme updates, WordPress updates, help with content edits, and unlimited support available when you need it!

Ongoing Support

You can request updates to your website anytime by emailing our support team or by submitting a ticket via our portal. We complete most updates within one week and can expedite "urgent" updates whenever possible.

Legalities

We'll carry out our work in accordance with good industry practice and to the standard expected from a qualified person with relevant experience. That said, we can't guarantee that our work will be error-free, and so we can't be liable to you or any third party for damages, including lost profits, lost savings, or other incidental, consequential, or special damages, even if you've advised us of them. Your liability to us will also be limited to the number of fees payable under this Service Agreement, and you won't be liable to us or any third party for damages, including lost profits, lost savings, or other incidental, consequential, or special damages, even if we've advised you of them.

Website Ownership

Everything we do for you, you own; we are just the professional facilitators for you. So, you own the website. Should you decide to break our 12-month Agreement, you will be required to pay the remaining balance to receive the WordPress Website Files to transfer to another website provider. We maintain the right and ownership to utilize any designs and images that we created for your project to be utilized in any of our other projects.

Early Termination

If you wish to cancel your 12-month Agreement and take your website to another provider, the remaining balance of your Agreement must be paid in full. Then, we will package up your website files and transfer them to you. If the remaining balance is not paid, your website will be terminated.

Late Payments

We understand you may have a late payment due to insufficient funds or an expired credit card. We understand this and will email you, reminding you that your payment was missed. Any and all payments that are 30 days past due will cause your site to freeze immediately. Once billing is re-established and all past due balances are paid, we will re-activate your site.

30 Day Money Back Guarantee

We guarantee your subscription purchase for 30 days. If at any time you wish to cancel, just let us know, and we will cancel your Service Agreement. Your 30-day warranty begins the day that you sign this Service Agreement or begin paying, whichever is first. If you do not cancel within the first 30 days, your Service Agreement will then be locked in, and you will not be able to terminate your Service Agreement after that point.

We Reserve the Right to Refuse Service to Anyone

We reserve the right at any time to sever our Service Agreement with any client for any reason we deem reasonable. This is extremely rare, but in the event that our company decides that it is not fruitful for either party to remain in a Service Agreement with each other, we reserve the right to break that Service Agreement. If Five More Talents ends your Service Agreement, you are not liable for any cancellation fees, and you are free from all clauses within this Service Agreement. If we do decide to end this Service Agreement, we will cancel your billing and shut off your website. If you wish to take over your website, you may do so by paying off the remainder of your Service Agreement. We do not in any way wish to keep you from having your website. If you do pay off the remaining balance of your website, we will then package up the website files and deliver them to you to host and manage thereafter.

The Dotted Line

By consenting to this Service Agreement, you agree to the terms and conditions outlined by Five More Talents and agree to fulfill any and all payments enclosed in this document.