

Care Plan Terms (Scope, SLA, Exclusions)

1. Definitions

- **We / Us / Our** means **Manifest Website Design**.
- **You / Your** means the client listed on the invoice or proposal.
- **Care Plan** means the monthly website care service described in your selected tier.
- **Business Hours** means Monday to Friday, 9:00am to 5:00pm AEST/AEDT.
- **Minor content updates** means small changes on existing pages as described in Section 6.

2. Scope of service

Your Care Plan includes the services listed in your selected tier, including:

- Hosting (where included)
- Backups and restore capability
- Security scanning and monitoring
- Uptime monitoring
- WordPress, theme, and plugin updates (monthly unless stated otherwise)
- Contact form checks
- Monthly reporting
- Support desk access
- Premium plugin licence renewals for listed plugins only

If a service is not listed in your selected tier, it is not included and may be quoted separately.

3. Support, response times, and priorities

All support requests must be lodged via the support form: <https://manifestwebsitedesign.com.au/support/>.

Response time targets

Targets are best-effort service levels and may vary during peak periods.

- **Essential Care:** response within **2 business days**
- **Protect + Support:** response within **1 business day**
- **Growth Care:** response within **4 business hours** during Business Hours

What counts as “urgent”

Urgent issues include:

- Website is down

- Contact forms not working
- Suspected malware or compromise

Non-urgent issues include:

- Content tweaks
- Layout changes
- New feature requests

4. Hosting

Where hosting is included, your website is hosted on our preferred infrastructure.

- We may change hosting providers to maintain performance and security.
- Hosting includes typical website hosting resources. Excessive usage (traffic spikes, storage, CPU) may require an upgrade.

If you supply your own hosting, we may still provide care plan services, but some protections and performance outcomes may be limited by the hosting environment.

5. Backups and restores

- We run backups as stated in your tier (typically daily).
- Backups are retained for 30 days unless stated otherwise.
- We will attempt restores when needed. Restore success may be impacted by third-party changes, corrupted databases, or hosting limitations.

6. Content updates and fair use allowance

If your tier includes minor content updates:

- We include up to 30 minutes per month .
- Allowance does not roll over.
- Additional time is billed at **\$220 per hour (incl GST)**, unless otherwise agreed.

Minor content updates are small adjustments on existing pages, including text swaps, image swaps, link updates, and small layout adjustments within the current page structure.

The following are not considered minor content updates and will be quoted separately:

- New pages or new page layouts
- Copywriting, blog writing, or SEO content development
- New functionality, custom development, integrations, API work
- E-commerce catalogue work, bulk product uploads, complex checkout changes
- Any work requiring third-party vendors to be engaged

7. Updates and compatibility

- We perform WordPress core, theme, and plugin updates on a monthly cadence unless otherwise specified.
- We aim to apply updates safely, but updates can sometimes create conflicts.
- Where conflicts occur, we will triage and advise on next steps.

Included fix time (if any) depends on your tier:

- Essential Care: **no included repair time** beyond basic triage
- Protect + Support: includes up to 30 minutes per month of incident triage
- Growth Care: includes agreed monthly improvement time which may be used for fixes

If issues are caused by unsupported plugins, custom code, builder conflicts, or third-party services, repairs may be quoted.

8. Security scanning and incident response

- Weekly scanning reduces risk but does not guarantee prevention of compromise.
- If a security incident is suspected, we will take reasonable steps to contain and assess.

Included remediation depends on tier:

- Essential Care: containment guidance and quote for clean-up
- Protect + Support: includes up to 1 hour initial clean-up work per incident, additional work quoted
- Growth Care: incident response handled within the agreed monthly allowance, with additional work quoted if exceeded

9. Premium plugin licences

Your plan includes renewal of premium licences for the following plugins only:

- Divi, Elementor Pro, WP Rocket and Gravity Forms

Exclusions:

- Licences not listed above
- Add-ons, higher-tier plans, or per-site upgrades required by vendors

If a vendor increases fees materially, we may adjust your Care Plan price with 30 days notice, or invoice the difference separately.

10. Reporting

Reports may include:

- Uptime summary
- Backup status
- Update status
- Security scan summary

- Performance overview
- Analytics highlights (where GA is connected and functioning)

Reports do not constitute marketing strategy advice unless your tier includes Growth services.

11. Client responsibilities

You agree to:

- Provide timely access to WordPress admin, hosting, domain, and analytics as required
- Maintain accurate contact details for urgent alerts
- Notify us before making major changes, adding plugins, or changing DNS
- Avoid sharing admin credentials with unnecessary third parties

We are not responsible for issues caused by unauthorised changes made by you or third parties.

12. Third-party services

Your website may rely on third-party services (plugins, themes, payment gateways, email platforms, form tools).

- We are not responsible for outages, changes, or discontinuation by third parties.
- Where third-party changes impact your site, we will advise and quote for remediation if required.

13. Fees, billing, and price changes

- Care Plans are billed monthly in advance.
- If invoices are overdue, we may suspend non-critical services until payment is received.
- We may adjust fees with **30 days written notice**.

14. Minimum term and cancellation

- Minimum term: 3 months
- Cancellation requires **30 days notice** in writing.
- If you cancel, we will provide a handover of credentials and basic information held by us.

15. Liability and limitations

- We provide services with due care and skill.
- We do not guarantee specific ranking, traffic, or revenue outcomes unless explicitly stated in a separate agreement.
- To the extent permitted by law, our liability is limited to the fees paid by you for the Care Plan in the preceding 3 months.

16. Acceptance

By paying your Care Plan invoice, you confirm acceptance of these Terms.
