

Pure Pixels Limited Unlimited Updates Service Level Agreement:

Definitions:

“Updates” Means replacing old content with new or adding additional content

“Changes” Means modifying the website design, layout and/or functionality.

“Customer” Means a person or organisation who has commissioned any work from Pure Pixels Limited.

Outline:

Unlimited updates service level agreement is an agreement between Pure Pixels Limited and a customer whereby any changes or updates to the website are completed by Pure Pixels Limited. Any and all changes are also subject to our Terms & Conditions policy.

All requested changes are made by Pure Pixels Limited staff and will be completed within 72 hours of the change request being received. For this timeline to apply changes must be submitted via email to support@purepixels.co.uk or via the Pure Pixels Customer Portal. Change requests made by any other channel will still be made but will not be subject to the 72-hour timeframe.

What is covered?

Under this agreement customers can request an unlimited* amount of changes in the following areas;

- Adding additional photos and photo galleries
- Changes to staff lists
- Amending any texts/information pages
- Adding additional policies
- New forms
- Additional pages

What is not Covered?

Under this agreement the following changes are not covered;

- Moving objects around the pages



Your Website, Your Way

- Changing the structural layout of the website
- Adding additional interactive content
- Adding secure login areas
- Changing colour schemes

Changes which are not covered under this agreement will be chargeable at the rate set out in our most up to date pricing list which is available at any time by request and is available 24/7 on our website. If you are unsure if the change you wish to make is chargeable under this agreement, please send your query to info@purepixels.co.uk

*The Unlimited changes SLA subject to a fair usage policy and subject to review every 6 months, customers who are requesting a large volume of changes may be asked to sign a higher-level agreement with a higher cost to reflect the number of changes requested.

This Service Level agreement is a rolling annual contract between Pure Pixels Limited and its customers.

Cancellation;

Should a customer wish to cancel the unlimited updates service level agreement, they must do so via email to sales@purepixels.co.uk with a minimum 30 days' notice period before the policy is due to renew. The agreement is non refundable and if a cancellation is made part way through an annual contract no refund will be made and no further changes to the website will be made after the 30-day notice period.