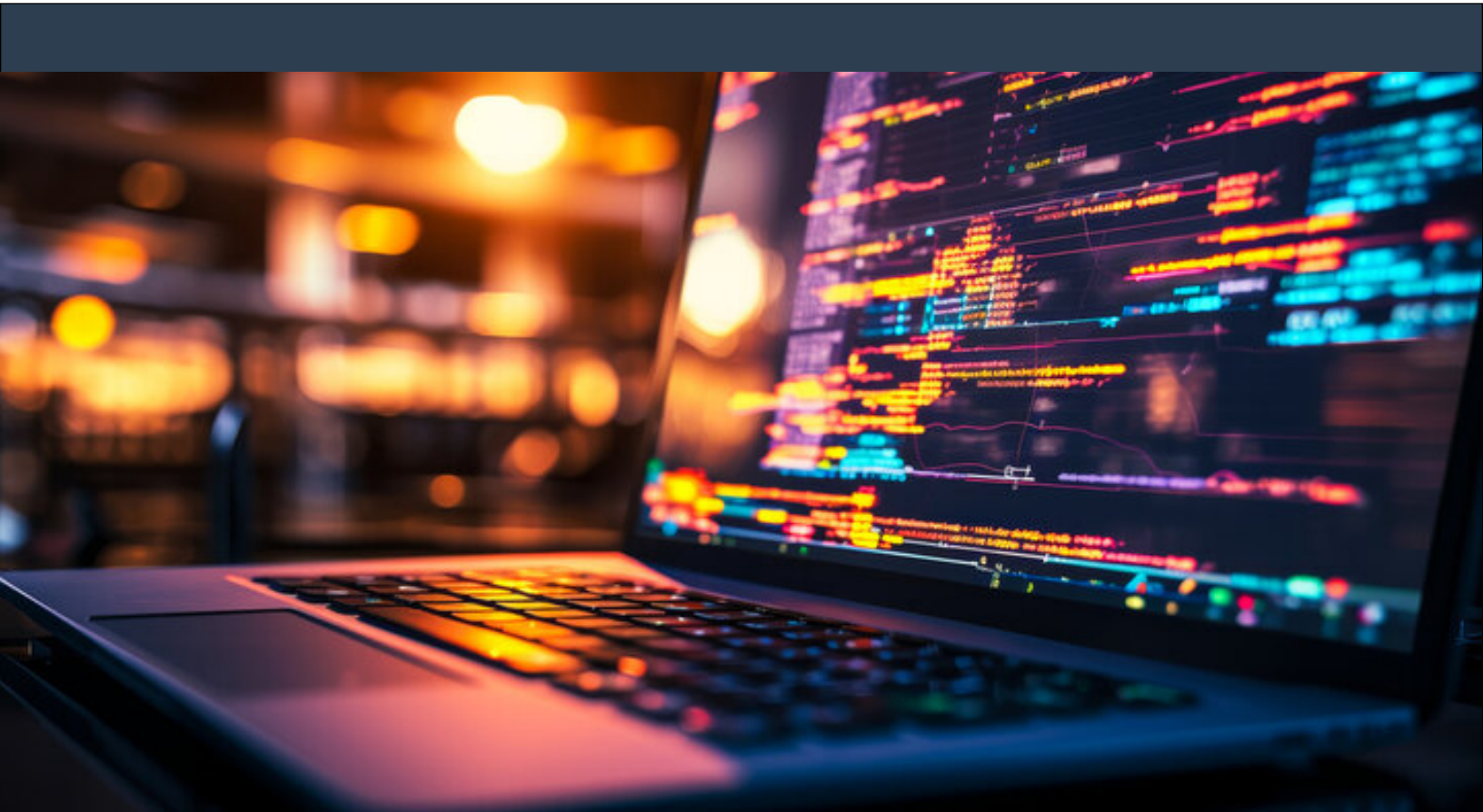


WEBSITE SUPPORT AND MAINTENANCE PACKAGES





Website Support & Maintenance Packages

Getting a great website designed and built is only part of your online success. To keep your site secure, fast, and worry-free, every business needs a reliable support and maintenance service.

At Ari-G Designs, we provide flexible, transparent packages that ensure your website is always up-to-date, protected, and performing at its best. Whether you run a small business or a growing e-commerce store, our plans scale with your needs.

Updated January 01, 2025



Ari-G Designs — Website Maintenance Packages

Updated January 01, 2025

Basic Care — \$79/mo

- Unlimited email helpdesk (Mon–Fri, 9–4 ET)
- 2 business day response time
- Training videos
- Core CMS/plugin/theme updates (monthly)
- Security monitoring & malware scans
- 1 small website change/month (≤30 min)
- 3-month minimum contract

Standard Care ★ (Most Popular) — \$129/mo

- Everything in Basic
- 1 business day response time
- Automated daily secure backups & easy restore
- Real-time protection (firewall & malware defense)
- Up to 3 small website changes/month
- Broken link scans & uptime monitoring
- Monthly enhancement suggestions
- Speed optimization (load-time improvements)
- 3-month minimum contract

Premium Care — \$249/mo

- Everything in Standard
- Priority email & phone support (same-day)
- Advanced performance (caching, Core Web Vitals tuning)
- Website restoration support (hacked site recovery)
- Manual monthly review (“Eyes on your site”)
- Tracking & reporting dashboard
- SEO checkups (keyword & traffic trends)
- Up to 6 small website changes/month
- 3-month minimum contract

Enterprise Care — Custom (from \$399/mo)

- Dedicated account manager & monthly strategy call
- Real-time backups + 24/7 uptime monitoring
- Emergency response within 2–4 hours
- Unlimited small website changes
- Advanced SEO + content strategy add-ons
- Custom integrations, e-commerce support, scaling consultation
- 3-month minimum contract

Pay-Per-Incident Support

Need occasional help updating or adding something to your website? This service is perfect for you.

- \$85 per incident (covers up to 1 hour of support)
- \$50/hour for each additional hour
- No monthly commitment — use this service occasionally or as often as you need it
- 5–8 business days turnaround time
- Rush/after-hours service available: +\$50 surcharge (24–48 hour turnaround)

Website Support & Maintenance Packages

Feature	Basic (\$79)	Standard ★ (\$129)	Premium (\$249)	Enterprise (from \$399)
Email Helpdesk Support	✓	✓	✓ + Phone	✓ + Priority Phone
Response Time	2 Business Days	1 Business Day	Same Day	2–4 Hours
Training Videos	✓	✓	✓	✓
Small Website Changes	2/mo	4/mo	8/mo	Unlimited
CMS/Plugin/Theme Updates	Monthly	Weekly	As Needed	Unlimited
Backups	Security only	Daily	Daily	Real-time
Security Protection	Basic scans	Firewall	Advanced + SSL	Full Suite
Website Restoration			✓	✓
Broken Link Scan		✓	✓	✓
Uptime Monitoring		✓	✓	24/7
Speed Optimization		✓	✓	✓
Monthly Suggestions		✓	✓	✓
Manual Review (Eyes on Site)			✓	✓
Tracking & Reporting			✓	✓
SEO Checkups			✓	Advanced
Monthly Consultation				✓

■ E-Commerce Support & Maintenance Packages

Pay-Per-Incident Support — \$95/hr

- No monthly commitment
- Use occasionally or as often as needed
- 5–8 business day turnaround
- Covers up to 1 hour of support
- Additional time billed at \$95/hr

Standard E-Commerce Support — \$199/mo

- Email Support
- Up to 1 hr of content updates/month
- Up to 1 hr of product updates/month
- Daily site + database backups
- Weekly security scan & audit
- Platform & extension updates
- 3–5 business day turnaround
- Additional time: \$65/hr
- 6-month minimum contract

Premium E-Commerce Support — \$375/mo

- Email + Phone Support
- Up to 2 hrs of content updates/month
- Up to 2 hrs of product updates/month
- Daily backups
- Daily security audit
- Up to 2 hrs SEO optimization/month
- Up to 2 hrs performance optimization/month
- 1–3 business day turnaround
- Additional time: \$50/hr
- 6-month minimum contract

■ E-Commerce Support Package Comparison

Feature	Pay-Per-Incident (\$95/hr)	Standard (\$199/mo)	Premium (\$375/mo)
Commitment	None	6 months	6 months
Turnaround	5–8 business days	3–5 business days	1–3 business days
Extra Work Rate	\$95/hr	\$65/hr	\$50/hr
Content Updates	—	✓ 1 hr/mo	✓ 2 hrs/mo
Product Updates	—	✓ 1 hr/mo	✓ 2 hrs/mo
Daily Backups	—	✓	✓
Security Scans	—	Weekly	Daily
SEO Optimization	—	—	✓ 2 hrs/mo
Performance Optimization	—	—	✓ 2 hrs/mo

■ E-Commerce Support Package Add-Ons

- ■ Sales & Order Tracking – \$99/month, \$275/weekly, \$900/daily
- ■ Complete Store Management – \$1,000/month
- ■ Product Image Optimization – \$10/image (10 image minimum, billed at service time)
- ■ Branded Email Accounts – \$50 setup + \$12/month per account
- ■ Spam Protection – \$8/month
- ■ Comment Monitoring & Approval – \$60/month
- ■ Real-Time Uptime Monitoring – \$60/month
- ■ Page Speed Monitoring & Reporting – \$5/month, \$12/weekly

Ari-G Designs — Website & E-Commerce Support Policies

Definition of Maintenance & Support

“Maintenance & Support” means keeping your website or e-commerce store current, secure, and running smoothly. It does not include a complete redesign of your existing website or store.

Updates vs. New Designs

We reserve the right to distinguish between what is considered an update versus a new design.

- **Updates (included in packages):** Changing existing images, updating text content, or performing routine maintenance tasks.
- **New Designs (not included):** Adding new pages, changing navigation, new functionality, major graphic overhauls, or advanced integrations. These are billed separately at our standard design/development hourly rate.

Backups & File Management

- We maintain regular backups of your website and archive all files submitted to us.
- Website restoration is available under applicable packages or billed hourly if outside scope.

Technical Support Scope

The following services are not included in standard support packages and are billed at our hourly rate:

- Domain and DNS support
- Email setup and configuration
- Plugin/extension installation and configuration
- Third-party integration troubleshooting

Client Responsibilities

- Clients must review updates and notify us of any necessary corrections.
- Errors caused by Ari-G Designs will be fixed at no cost.
- Errors due to client changes or miscommunication will be billed at the hourly update rate.
- Updates should be submitted electronically via email in text format (.txt, .doc/.docx). Images should be supplied in standard formats (.jpg, .png, .ai, .psd, .eps). Updates cannot be sent by fax or postal mail.

Third-Party Services

- Your website may rely on third-party plugins, extensions, or services. Ari-G Designs is not responsible for downtime or loss caused by these providers.
- Required changes due to third-party updates will be billed at our standard maintenance rate.
- Costs/fees from third-party providers are not included in your package and will be invoiced separately. Clients may also purchase and provide their own third-party licenses.

Access Requirements

- Full administrator-level access to your website or e-commerce store is required to provide maintenance services.
- We may require access to other accounts (domain registrar, analytics, payment processor, email marketing, social media, etc.) to complete certain tasks. We will always notify you why access is needed and for how long.

Contracts & Termination

- Clients wishing to terminate support must provide notice via email at least 30 days prior to the contract renewal date.
- If your website is hosted by Ari-G Designs, the contract will be converted to a hosting-only agreement upon termination of support.
- Migration fees may apply if you wish to move your website or e-commerce store to another provider.

Get Started Today

Ready to protect and grow your website? Choose the plan that fits your needs, or contact us for a custom Enterprise solution.

- (404) 997-1828
- www.arigdesigns.com
- FAQ: <https://arigdesigns.com/FAQ>

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