

Maintenance and support

for WordPress, Wix, and Shopify

Why are updates important?

Plugins, themes, and even WordPress itself are constantly evolving and improving. Many updates include bug fixes that address potential security issues, so keeping your site up to date is crucial to ensure it remains protected against the latest threats. It also ensures that your site is fully compatible with the latest plugins and technologies, functioning correctly, and is user-friendly. Having a consistent visual language across the pages.

We recommend doing maintenance once a month.

We also offer a monthly subscription for \$99 per month - please ask us for more information.

Packages

You can purchase maintenance and support with hourly packages in advance, not for urgent need, **FOR AT LEAST ONE HOUR.**

MAINTENANCE & SUPPORT			
1 hour	4 hours	6 hours	8 hours
\$120	\$480 \$432 (10% discount)	\$720 \$612 (15% discount)	\$960 \$768 (20% discount)

Case 1: The website shows an error or is hacked

If you have an error on your website, we will (after your payment) diagnose the problem. It can take between 0.5 and 1 hour, rarely more than that. We will update you with our findings and provide our recommendations, along with an estimated time to fix the issue.

Case 2: The website is ok, but needs updates

After you pay, we will check the website and make any possible updates. It can take between 0.5 and 1 hour. An update may lead to an error on the website, but this should be rare, especially since the entire platform has become even more stable. It's similar to owning a car;

most of the time, everything should work fine, but occasionally, it needs to be serviced. If it still happens, we will treat it like case number 1.

Process

1. Receiving payment and login info of ([Signal app](#) optional for extra security):
 - a. The hosting provider.
 - b. The domain name provider.
 - c. The website backend.
2. Working on request
3. Receiving your feedback until all is ok

Payment info

Payments via credit card will include a 3% fee; via ACH bank transfer (not a wire transfer), a 1% fee; via Zelle, check, or cash, with no fee.

My Zelle: uzimedia@gmail.com

Info for sending a check:

Name on the check: UZIMEDIA

Address: 1196 Happy Valley Road, Santa Cruz, CA 95065 Name: Uzi Hen

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There will be no refund after payment.

****:: Your business is appreciated! ::****

What's included and what's not?

Included:

- | | |
|---|---|
| 1. Doing updates to plugins | 9. Adding a new user to the system |
| 2. Updating WordPress version | 10. Add something small to the footer or header |
| 3. Updating PHP version | 11. Solving email problems |
| 4. Solving hacking problems | 12. Fixing layout & design issues |
| 5. Replacing content: links, text, images, and videos | 13. Creating video tutorials to educate you on how to edit your website |
| 6. Adding photos to a gallery | 14. Basic onsite SEO |
| 7. Adding Google Analytics | |
| 8. Adding a new blog post and a new member to the team. | |

Not included:

1. Designing or developing new pages or new sections of pages.
2. Redesigning or redeveloping existing sections or pages
3. Installing and configuring new elements or plugins

*If you need something not included, please email us, and we will quote you.

MORE FAQ - About updates

Do I need to make the updates myself?

This depends on the hosting company. Some companies require automatic security and minor updates to ensure the safety of their servers and the websites hosted on them.

Can updates lead to problems on the website?

Yes, an update may lead to an error on the website, but this should be a rare occurrence, especially recently, since the entire platform has become even more stable. It's similar to owning a car; most of the time, everything should work fine, but occasionally, it needs to be serviced.

What happens if an update disrupts my site?

With the hosting we recommend, if an update leads to an error, it can be restored to an earlier version, and the automatic update can be delayed for 72 hours. The underlying issue must be addressed because hosting companies require updates nowadays to ensure they are protected.

We recommend performing monthly website maintenance. If we identify any issues that require separate attention, we will explain the problem and provide a quote to address the issue.