



GENERAL INFORMATION

Unavailable Australia Day, Easter Friday and Monday, Anzac Day, All Australian Public Holidays, Christmas break is usually 3 weeks.

JANUARY

January of each year will almost always be dedicated to current clients updating their websites for the coming year. New clients can be booked and briefed, however most likely no new client work will begin until February of each year.

2021 No New Client work will be started until July 2021 due to current workload.**

CONTACT

Phone: Please book all phone calls by email

Email: info@nerikdesign.com.au

Emergency Email: nerikdesign@gmail.com

When I am on holidays or out of hours, I may not check my usual work email address. You **MUST** remember to use this email for emergencies as I will see it.

EMERGENCIES:

An *emergency* is a website or webmail "down" where server access is needed to repair the issue. Depending on the problem, the work may not be fixable out of hours.

If you use gmail/hotmail etc and *those* emails are not working, I am not obligated to help you as those emails are not part of the website/website server or under my control at all.

If you have webmail, and **still have direct access to your webmail using your webmail login via a browser**, I am not always able to help you out of hours because you can still use your email.

The login is usually **yourwebsite.com.au/webmail** - the email address is the user, and a password is required, which has been put into a PDF in our shared Dropbox folder. Every client has been notified of the link to their individual folders with this information by email.

If you have repeatedly triggered malware, do not protect your home laptops, ipads from malware or viruses and the issue is a direct result of this behaviour, again I am not able to help you outside work hours.



Mac Mail

Statistically, Mac Mail accounts for 5% of mail client users, but 95% of email issues.

If you use Mac Mail, I am sorry but due to the complicated way Mac Mail works, if your email needs a password reset, or your Mac Mail syncing fails.. you are on your own. I have spent *hours*, AFTER Apple Techs have not been able to help a client, and we did eventually fix the issue.. but I don't have this kind of time, so use Mac Mail at your peril!

New Clients

New Clients please read through the New Client Page before making contact:
sacredspaceswebdesign.com.au/new_clients

You can also find information on the Terms and Conditions page:
sacredspaceswebdesign.com.au/terms_and_conditions

Current Clients

Please use the Terms and Conditions page to keep updated with new details and information:
sacredspaceswebdesign.com.au/terms_and_conditions