



MUTUAL RESPONSIBILITIES

YOU, AS THE WEBSITE OWNER

As a business owner with a website, you are responsible for:

Checking your website every now and again, my thoughts are *at least once a month!*

- Keeping the content current, relevant etc (*by checking regularly and passing on updates to me and not leaving things till the last minute*)
- Regularly assessing the visual aspects/vibe (*asking does it still represent 'me'*)
- Asking yourself, “what am I putting *out there*” when I look at my website?
- Letting me know about old events which need removing/new events which need promoting
- Actually reporting any adjustments/concerns to me, not just *thinking* them

Requesting work/updates in the most communicative and logical manner

- Sending me everything I need to do the work, all information you have, to reduce back and forth emailing. You have 2 X 15 minute free general website updates per month
- Sending the **correct passwords** for logins needed to complete work (*not sending 'try this, try that'*) I don't have time to test passwords you have forgotten, or changed and not let me know
- Give me some TIME to get the work done. Please take into account there are around 60-70 of your, and 1 of me. I do not work full time. Take into account that I usually have 4-5 jobs on the go, and if you are wanting business cards etc, remember to add postage/printing time to your expectations.
- 2021 is the year of not leaving things till the last minute! My most recent new clients have come from designers who would not even reply to emails for around 3 weeks, and often the work either took 6 weeks or did not get done at all. Most of you know I reply within 24 hours if not the same day. Due to the higher complexity of editing mobile first websites, many more clients requesting shopping carts, and download-upon-purchase options now available, my work takes longer.



Keep up with my current information

- Read (re-read) my [Terms And Conditions](#) page
- When I send emails to everyone because there has been a malware issue for example, and I am asking for a response, please attend to it

Try to solve issues yourself first

- Often when you ask me how to do something, or what something means - guess what? I often Google it to check the information! Please Google before asking me. Please try to research issues, queries, interests. I shouldn't be your first port of call, *except in emergencies*, I want *you* to be able to solve issues when you can
- I want my clients to learn how to ask the right questions, and get the right answers online, when they have computer issues, facebook issues and then ask for my help if they just cannot get it sorted (*this is by no means leaving your stranded - ASK ME if you really get stuck :)*)

Your Domain Names

- Knowing when your Domain Name registration renewal is due, where it's hosted, passwords
If you change the email you used when setting up your Domain Name/had it set up.. you won't get your renewals. If you don't renew on time... your website and your webmail if you are using webmail, will disappear! When you change to a new email... don't forget to change it where your domain name is registered
- I don't consider this an emergency from my end.. if you lose your website over the weekend because you didn't renew your domain, I won't be available until Monday



INVOICES

- Paying invoices on time, communicating by email if payment will be late
- I **do not mind** if you have to pay an invoice late, or use a schedule to pay it off
- I **DO mind** if you don't bother letting me know

7 day invoices:

Website updates over 30 minutes (*you get 2 x 15 minute updates per month free*)

Graphic Design work (*separate to reimbursing my payments to Vistaprint etc*)

All invoices not listed below - See [All Work Costs](#) - for a list of other work due in 7 days

3 day invoices:

For any payment by neriKdesign direct to Vistaprint or Officeworks on your behalf - please don't order anything through me if you literally cannot pay in three days, without letting me know first.

End of Month invoices (Website Hosting and Email Hosting):

Annual Hosting - Invoiced quarterly. For example, those that fall Jan-Mar, invoiced in April, due end of April. Non payment will result in the website being suspended until paid. No exceptions.



MALWARE

- You are responsible for purchasing and installing, running 24/7, malware/protection software on your laptop, ipads etc.
- If your computer is infected, I am *not responsible* to help you, however I am happy to try during business hours
- I now have two articles on these issues in the Article section of my website: [Articles on Malware and Staying Safe Online](#)
- Be very careful with emails - do NOT click on links within an email unless you are absolutely sure of the source. *If it walks like a bank, talks like a bank and smells like a bank and asks you to click on a link - it's NOT a bank.*
- ZIP files are almost always Malware.
- [My Recommendations](#) for staying safe online.

Email issues with Mail Clients, your choice to use Gmail/Hotmail etc.

- 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!

ME, THE WEB DESIGNER:

- Build you an up to date, properly coded website, making it clear if you have a template and how your website is put together. Mine are hand coded, not templates.
- Check work done immediately to make sure links are working, images look good, and content is correct
- Use logical pages, tiers and navigation
- Use a design and layout which makes sense you, google and visitors
- Following Google's latest rules for good web design - [Google's SEO Guide](#)
- Include optimisation as part of the initial design package (*only 50% do this, and often use robots to work out the key words, rather than do it themselves*)
- Not have undisclosed “extras” you were not aware of / unclear terms
- Not use unnecessary techy language to confuse you / have you pay for something you don't really need (*like Domain Name Management*)



I personally choose to add these:

- To work intuitively particularly with regard to visual design and purpose
- Include Graphic Design in my list of services (*since I have probably done the original design work already*)
- To *fiddle* to get things sitting perfectly (*I can let my OCD loose on your website*)
- Spelling and grammar checks (*most of you know this is my 'thing'*)
- Let you know what you can do to maximise your website's potential (*although this gets a little tired when I don't hear back after spending time on suggestions*)
- There are articles on writing content and how ranking works etc [here](#)
- This is also the purpose of the [Work Schedule](#) - to keep more in touch / up to date
- Let you know if I think something doesn't look or feel right
- Website and webmail hosting at the minimal price possible (*currently \$25 annually minimum based on Mailbox size needs*)

Having me, in between you and the hosting company, means I can immediately attend to any hosting issues... you can be involved by having co-access to ticketing etc.

- The \$25 a year hosting payment allows me to spread out my hosting costs (*which includes all client's websites/webmail accounts*) and it also contributes to any time I spend on website or email issues which involve the hosting company. My guys (crucial.com.au) are always available for tech support, are in Sydney and are very helpful and friendly. When there is an emergency... this is priceless and not common, even here in Australia.
- Set up your webmail, however if your choice of redirection to hotmail/gmail or use of a mail client such as Outlook leads to issues, **it is not my responsibility to help you fix it if the server email is still functioning properly**
- Always setting up your Domain Name Registration completely in your name as an individual account and giving you full access



(At least 60% of clients have had to wrestle their own Domain Names back from either a “friend” who helped set it up and put themselves as the only contact or even owner, an ex web designer who has registered the Domain Name in their own name as the owner/used a wholesale account rather than giving you your own account and access, or the hosting company itself)

- I am not responsible to remind you when your domain name renewal is due or how to pay it when they do send you a renewal
- I am not responsible to check your website for old content/old events which need removing
- I am not responsible to check your passwords to see which ones still work
- I am not your personal Google!
- Work submitted Monday by 4pm, should be done by the very latest, Thursday 4pm.. work submitted on a Tuesday by the Friday. *(As I am currently not working Wednesdays, do not count that day)*. Work requests needing clarification or re-submission due to further edits and changes, will take longer overall.
- Most of you know I reply within 24 hours if not the same day. Due to the higher complexity of editing mobile first websites, many more clients requesting shopping carts, and download-upon-purchase options now available, my work takes longer.