



Oasis Interactive (OI) Policies and Procedures

1. General Policies

1.1. Payment of fees for all hourly and project work: We require a non-refundable retainer deposit to begin all projects based on the initial scope of work (SOW). Invoices will be automatically charged to Client credit card on file unless Client makes other arrangements in advance.

1.1.1. For all website projects: Assuming the production timeframe is our standard duration of 60 days, the balance for all completed work will be due 60 days after Contract execution or at project completion, whichever comes first. Websites are delivered after payment for all outstanding invoices has been processed.

1.1.2. For all long-term projects that will require more than 60 days to complete: We require retainer-based payment in advance using a daily, weekly, or monthly schedule as necessitated by the project and agreed upon before work begins.

1.2. Recurring fees: All recurring fees (i.e. web hosting, Website Care Plans, Website Marketing Plans, etc.) must be paid in advance with a credit card. Client agrees to pay the related amount(s) for service(s) rendered according to the card issuer agreement. All recurring fees are provided based on a specific contract term as specified on the initial estimate and/or proposal provided during the sales process.

1.3. Minimum billing increment: We have a one (1) hour minimum for all hourly work performed regardless of the priority/rate requested by Client. All time spent beyond the minimum sixty (60) minutes will be billed based on actual hours.

1.4. Work queue: All work performed by OI is scheduled on a first-come, first-served basis, and all active projects are placed in a work queue. Client preparedness, responsiveness and adherence to SOW will affect how long each project takes to complete as well as the total cost.

1.5. Help desk and support policies: Our business hours are 8 AM to 4:30 PM Monday through Friday, MST, excluding national holidays and Christmas Eve through New Year's Day.

All support requests and work orders must be submitted through our Help Desk at the following address: <https://oasisinteractive.zendesk.com/hc/en-us/requests/new>.

The following is a list of our available ticketing priority options for all standard (*non-programming*) hourly and project work:

- Standard Ticket: Response within 5 business days (\$125/hour)
- Urgent Ticket: Response on same business day DURING OFFICE HOURS (\$175/hour)
- Emergency Ticket: Response on same business day AFTER OFFICE HOURS (\$200/hour)

If Client submits a support request or work order using any method other than the Help Desk OI will create a Help Desk Ticket on their behalf with the "Standard" priority and bill them for our time spent doing so.



2. Website Projects

2.1. Custom coding and training not included in website price: Website price does not include developing custom code, modifying existing code or training services. All such services, if included in the SOW, cost extra, and will be charged separately from the website build fee.

2.2. Client must participate in the content production process: Scheduling a Discovery Meeting with OI is a mandatory pre-requisite to beginning every project. This meeting is an essential part of helping us learn everything we need to know about your business in order to deliver results. The Discovery Meeting will help us identify your primary challenges and needs, business goals and objectives, product(s) / service(s), unique value proposition, target audience, and top competitors. The first twenty-one (21) days of the project are spent on developing and collecting all website content including text, photos, logos, etc. Unless extenuating circumstances arise during the timeframe that we have been specifically notified about, all final content MUST be completed within twenty-one (21) days of contract signing.

2.3. Client must provide specific design preferences/input for website build projects: Client is responsible for filling out and submitting the Website Worksheet within three (3) days of signing a contract so we have the information needed to propose a design concept.

2.4. Client must provide configuration information for website build projects: Client is responsible for filling out and submitting configuration worksheets and providing any other configuration information requested by OI within twenty-one (21) days of contract signing. Missing information will be replaced with our best guess or left unconfigured.

2.5. Project completion timeframe for website build projects: Website projects are typically completed within sixty (60) days. If the Client provides all content and configuration information within twenty-one (21) days of contract signing, the project will be considered complete when OI finishes production work on the website prototype. In the event that Client does not provide all content or configuration information the project will be considered complete when all provided information has been entered or sixty (60) days after Contract execution, whichever comes first.

2.6. Website delivery: After final payment, OI will publish the website to Client's hosting account (*additional fees will apply if not hosting with OI*) or provide the website to the Client electronically.

2.7. Change orders: Any changes to the original SOW such as additional content or functionality are considered change orders. Change orders must be submitted electronically via our Help Desk and they will be done after the original SOW is completed, signed off on as final, and paid for. Changes to the originally agreed upon SOW, providing or changing content after day twenty-one (21) or providing or changing configuration information after day twenty-one (21) will result in additional charges.

2.8. Terminating project before completion: Client may terminate contract prior to day twenty-two (22) in writing via email or postal mail. *The initial deposit is non-refundable.* If the project is terminated from day twenty-two (22) forward the work product will be considered complete "as is" on the day of termination, and the Client must pay for all completed work not covered by the deposit as well as any additional charges incurred during production before OI will deliver the work product to Client.



3. Graphic Design Projects

3.1. Project Duration: Graphic design and printing projects must be completed within thirty (30) days. If such a project is not finished by that deadline due to the Client being non-responsive then at the end of thirty (30) days OI will consider the project finished. OI will then prepare press-ready files using the current version of the graphic design item(s) as-is. All subsequent work on the project beyond 30 days will incur additional charges based on the appropriate hourly rate.

3.2. File Formats: Final deliverable product for logo design projects will be provided in a variety of digital file formats including vector EPS. Marketing collateral projects such as stationery, flyers, or tri-fold brochures will be provided as press-ready PDFs. Native/source files (i.e. Adobe Illustrator) are not provided.