



Oasis Interactive (OI) Policies and Procedures

1. General Policies

1.1. Payment of fees for website design work: We require a 50% non-refundable retainer deposit to begin all projects, and the remaining 50% 60 days after Contract execution or at project completion, whichever comes first. Invoices will be automatically charged to Client credit card on file unless Client makes other arrangements. Websites are delivered after payment for all outstanding invoices has been processed.

1.2. Payment of fees for programming work: We require retainer-based payment in advance using a daily or weekly rate as necessitated by the project and agreed upon before work begins.

1.3. 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.

1.4. Minimum billing increment: We have a 30 minute minimum for all hourly work performed regardless of the priority/rate requested by Client.

1.5. 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 scope of work (SOW) will affect how long each project takes to complete as well as the total cost.

1.6. Help desk and support policies: Our business hours are 9 AM to 5:30 PM Monday through Friday, MST, excluding national holidays, but client support is available around the clock. ***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 priority options for hourly work that is not custom programming:

- Standard Rate: \$65/hour, response within 5 business days
- Priority Rate: \$85/hour, response within 2 business days
- Urgent Rate: \$100/hour, same business day response DURING business hours
- After Hours Emergency Rate: \$200/hour, same business day response AFTER business hours

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. Our phone system has an option for ringing through to us 24 hours a day so you can also call at any time in the event of an emergency.



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 based on an hourly estimate, and will be charged separately from the website build fee.

2.2. Client must provide content for website build projects: Client is responsible to provide all final website content including text, photos, logos, etc. within 21 days of contract signing. Missing content will be replaced with lorem ipsum placeholder text.

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 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 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: Projects are typically completed within 60 days. If the Client provides all content and configuration information within 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 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 may 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 21, or providing or changing configuration information after day 21 will result in additional charges.

2.8. Terminating project before completion: Client may terminate contract prior to day 22 in writing via email or postal mail. The initial deposit is non-refundable. If the project is terminated from day 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.



910 W Main Street, Suite 356, Boise, ID 83702
Phone / Fax: (208) 939-0493

E-mail: sales@theweboasis.com
Web: www.theweboasis.com

3. Graphic Design Projects

3.1. Project Duration: Graphic design and printing projects must be completed within 30 days. If such a project is not finished by that deadline due to the Client being non-responsive then at the end of 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(s).

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.

Document version 2.2.0

Document Last Modified: 9/26/2018 12:35:31 PM