

Our Web Policies



Canada, 2010-2011

To keep our prices low and to ensure we can continue to provide you with great services, please remember our guidelines:

For updates:

- Please send your updates before or on your updating day by NOON EST
 - ◆ If updates are after sent after your update time, we will work to add your material as soon as we can or **your updates will apply on your next update time**
 - ◆ Updates must be sent via e-mail, we will not accept updates through snail mail or through phone consultation
- Material must be sent in a clear and concise e-mail
 - ◆ If you have a monthly plan, your site is update one time a month (up to one e-mail of update material can be sent)
 - ◆ If you have a biweekly plan, your site is updated two times a month (up to two e-mails of material can be sent)
 - ◆ If you have a weekly plan, your site is updated time each week (up to four e-mails of material can be sent)
- Additional fees can occur if changes/creation/maintenance occurs that is not part of package or if we notify you that fees will occur
- **Be sure that you are familiar with your service agreement in terms of photo and file uploads, update dates and setup.**

Office Hours and Holiday:

- Our office hours are Monday through Friday, 8:30-4:30pm Eastern Time only (updates are considered late if sent after noon est)
- We observe all federal holidays and allow all employees of Victorious Designs 2 weeks vacation time
- If we are off on your update time, we will contact you to let you know

Additional:

- If additional material or resetup of a page is needed, there will be an additional fee. Fee is determined per amount of material, hours, and difficulty of work.
- If for some reason, we cannot update your website on your specified day, due to sickness or unforeseen issues, we will contact you once your site is able to be updated
- ◆ We are not responsible for technical issues that our beyond our control

These guidelines can be revised at any time. Please check our website regularly for updates.

Please e-mail us anytime at: victoria@victoriousdesigns.com with questions or concerns

We appreciate you and your business and will work with you in the years ahead, to keep your site fresh, working to inspire and keep your consultants in the know!

Our Web Plans



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Monthly Plan: on a monthly basis, ONE day only of the month, we will update:

- General Recognition (as already setup on website)
- Monthly Contests (featured company, area)
- Update Event Calendar
- Upload newsletter
- Upload max. 15 files or photos within website
- One other request of item highlight

Base rate: \$50—setup to be determined per system and page needs, package price includes updates only to what is specified above

Fee for additional items not specified here, additional fees to be determined per need and time spent on website.

BiWeekly Plan: on a biweekly basis, TWO separate days only of the month, we will update:

- General Recognition (as already setup on website)
- Monthly Contests (featured company, area)
- Update Event Calendar
- Upload newsletter
- Upload max. 20 files or photos within website
- One other request of item highlight

Base rate: \$75—setup to be determined per system and page needs, package price includes updates only to what is specified above

Fee for additional items not specified here, additional fees to be determined per need and time spent on website.

Weekly Plan: on a weekly basis, EACH WEEK (on one chosen day), we will update:

- General Recognition (as already setup on website)
- Monthly Contests (featured company, area)
- Update Event Calendar
- Upload newsletter
- Upload max. 20 files or photos within website
- One custom graphic created in the month
- One other request of item highlight

Base rate: \$105—setup to be determined per system and page needs, package price includes updates only to what is specified above

Setting Up Site Guidelines



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CUSTOM Setup Guidelines and Process:

- We will discuss the wants, needs and desired look of your website before we begin your site
- Client will be sent a rough "picture view" of the site to make changes to design layout or display
 - * One major change will occur to overwrite design if client does not prefer design, there is only one major change, additional charges occur for major changes beyond one overwrite
 - *Minor page tweaks can only be made to the template in "picture view", no other changes will apply to template after the site is live or major fees will occur
- Once client has approved the look, we will work on making the site live
- Minor changes can be made to site content once the site is live
 - *Client may only send up to two e-mails with content changes, content changes must be minor, and may only occur during setup time.
 - Any additions not part of package will result in fees
- *Setup of site is not an ongoing process, setup is for a limited time, then the site moves into maintenance period
- Recognition Setup will consist of: On Target Stars, Birthdays, Anniversaries, Court of Sales, Recruiting YTD, Monthly Queens, List of Senior Consultants and + (team members within teams will not be listed)
- Setup will include items outlined in the "Setup Website" file

During setup:

- ◆ Victorious Designs will request material needed in accordance to your package
- ◆ May recommend an alternate e-mail address to send setup files based on your package
- ◆ Must send items in as few e-mails as possible, clearly labeled, clearly identifiable

Tips to remember:

- ◆ Save time by being organized
- ◆ Save time to being aware of your package
- ◆ Save time by being aware of your maintenance package
- ◆ Save time by asking direct questions, providing direct directions

We look forward to working with you and thank you for reading our guidelines and procedures,
Victoria M.
President
Victorious Designs