

Our Web Policies



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 3pm EST)
- We observe all federal holidays and allow all employees of Victorious Designs 2 weeks **PAID** vacation time, you can except double the service once we return
- 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
- ◆ If you decide to cancel your account, YOU MUST notify us one month in advance, billing will still occur the month of cancellation, but no longer after the month of cancellation or the following months
- ◆ We are not responsible for copyright images on your website or ensuring any of your items are legally yours to add to your website, newsletter, or any other form of communication, we are not responsible if a copyright image(s) is on your website/newsletter/flyer, etc. It is the directors'/clients' responsibility to ensure that her items are in compliance with all trademark/copyright laws

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!