QUOTATION

Document Number: 021041907
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CUSTOMER:	Dr Ari Kupietzky IAPD Secretary General llugasi@paragong.com Customer Code: 2102007

DESCRIPTION	Units	Quantity	Cost/Unit	Cost	Monthly Renewal
Website Migration: iapdworld.org	Websites	1	€41	€ 41	-
Critical website performance & bug fixes	Hours	20*	€ 25	€ 500*	-
*This is an estimate, this project could require more or less hours.			TOTAL	€ 541.00*	-

LEGACY LIVE WEB (PTY) LTD. CRN: 2019/034831/07
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PAYMENT AND SERVICE DETAILS

Procedures, guarantees and what to expect

SERVICE AGREEMENT

ALL SERVICES/ PRODUCTS

All of our services and products come with premium customer service. This customer service is accessible on Email, Facebook, Skype, WhatsApp, Signal, Telegram and our Customer Service ticket and chat platform on weekdays between 07:30 and 17:00. It covers technical support related to your purchase, training and demos on the use of your product, and technical advice. Please note that this does not officially include providing free additional custom coding or additional products but may include referrals for such.

WEBSITE MIGRATION

This includes copying the website across to our servers at Legacy Live Web (Pty) Ltd. with no to minimal downtime. The website and its functionality will not be affected by this migration, however, it will ensure that our technicians can offer you the best technical support possible. Migration will require access to the domain's DNS records.

CRITICAL WEBSITE PERFORMANCE & BUG FIXES

Ensuring that all existing features work as intended and ensuring a GTMetrix Grade of a C or better. It also includes applying our in-house security protocols, inclusive of auto-updates, firewalls, login security and server-side protection.

SCHEDULE FOR WORK

Migration will be completed within 48 hours of receipt of payment and administrator access details. Critical performance and bug fixes will be addressed at an average rate of 6 hours per day until these critical fixes are complete. Daily progress reports will be available upon request.

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GUARANTEE

If you are not satisfied with the service that we provide, please provide details about where we have not kept to our communicated commitments. If we cannot make these corrections within 14 days of receiving this information, you will receive a full refund and we will migrate the website to a server of your choice free of charge.

PAYMENT METHODS

We recommend using our online payment method at https://new.legacy.live/021041907_iapdmigration/. Should you require further payment options, please do not hesitate to contact us at web@legacy.live.

NOTE: Per-hour payments will be invoiced at the end of every month.

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