



## PAYMENT AND SERVICE DETAILS

### Procedures, processes, and what to expect

#### **SERVICE AGREEMENT**

##### **ALL SERVICES AND PRODUCTS**

All of our services and products come with premium customer service. This customer service is accessible on Email, Facebook, Skype, Zoom, WhatsApp, Telegram and our Customer Service ticket and chat platform on weekdays between 07:30 and 17:00. It covers purchase-related technical support and training on the use of your product. It does not officially include providing free additional custom coding or additional products.

##### **MANAGED WEBSITE HOSTING**

Hosting with automated software updates, DV SSL, encryption, backup system, firewalls on all levels (DNS to front-end), and monthly security auditing using the latest in hacking software. We ensure that you have competitive server speeds and bandwidth. Hosted websites that we designed have a minimum 99.9% uptime guarantee. Maintenance includes replacing depreciated code, minor bug fixes, website security, and performance optimisation. Hosting includes 1 hour of monthly updates (e.g. for adding bulletins, changing text or images) and full support (L1-L4).

##### **COMPREHENSIVE PORTFOLIO SITE**

The development of a multi-page website with all client-requested features excluding the ability to receive payments, make bookings, and manage and host client profiles. It includes unlimited training for the client to effectively manage the website.

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#### GUARANTEE

If you are not satisfied with the service that we provide, please provide details about improvements. If we cannot make these corrections within 14 days of receiving this information, you will receive a full refund and your website will be migrated to your chosen host free of charge. This is our Legacy guarantee.

#### SCHEDULE OF WORK

Website has already been designed to order. Transfer to required domain can take 24h. For additional features (e.g. bookings, client portal, admin portal, online payments, etc.) please request an additional quotation.

#### PAYMENT METHODS

Payments can either be done on our online platform (<https://new.legacy.live/bespoke-quotations>, bespoke code is LLW2201002), via PayPal ([web@legacy.live](mailto:web@legacy.live)), wire transfer, or EFT. Our account details are as follows:

ABSA Bank  
Legacy Live Web (Pty) Ltd  
Cheque Account  
Acc: 4095700469  
Branch: 632005  
SWIFT: ABSAZAJJ  
Reference: LLW2201002