



Technical Support & Additional Services Request & Work Agreement

Client Information

Name: _____

Business Name: _____

Email: _____

Phone: _____

Website or System Needing Assistance: _____

Type of Support Needed

- Website Updates (incl.changes) Troubleshooting / Errors
- Hosting / Domain Issues Plugin or Software Issues Email / DNS Configuration
- Consulting / Guidance
- Other: _____

Please describe the issue or request in detail:

Urgency Level

- Flexible Needed Within 3–5 Days Urgent (Rush fees may apply)

Access Information

The client agrees to provide necessary access credentials to perform the requested services.

- I will provide required logins and permissions

Billing & Payment Terms

- Services are billed at an hourly rate.
- A minimum of 1 hour applies per session.
- Payment may be required prior to scheduling services.
- Time spent diagnosing or investigating issues is billable regardless of outcome.
- Emergency or rush requests may incur additional fees.

Scope of Services

Support services may include, but are not limited to:

- Technical troubleshooting unrelated to recent work.
- 3rd-party platform issues (hosting, domains, plugins, email providers, etc.)
- Software conflicts or updates.
- Account access or configuration assistance.
- Training or consultation sessions.
- Updates or modifications outside original project scope.

Completion of previous projects does not include ongoing support unless a maintenance plan has been established. Maintenance plans may be requested following completion of a project or service and are subject to availability. Interested in ongoing support? Monthly maintenance options provide priority scheduling and reduced hourly rates.

Maintenance plans are intended for active clients and may require a minimum commitment period. Maintenance plans are available within 30 days of project or service completion.

Limitations of Responsibility

Azure Waves Branding is not responsible for issues caused by:

- Third-party software or providers.

- Hosting environments.
- Client modifications or unauthorized changes.
- Platform updates outside designer control.

However, assistance can be provided under hourly billing.
Accepted payment methods will be provided with the invoice.

Scheduling

Support sessions are scheduled based on availability and confirmed once payment requirements are met.

Agreement

By signing below, the client acknowledges that they have read, understood, and agreed to the terms outlined in this document.

Client Name: _____

Signature: _____

Date: _____

Azure Waves Branding Representative:

Signature: _____

Date: _____

If your project is time-sensitive, you are welcome to call or text after submitting to request expedited attention, depending on availability.