



## 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    Troubleshooting / Errors    Hosting / Domain Issues    Plugin or Software Issues    Email / DNS Configuration  
 Consulting / Guidance  
 Other: \_\_\_\_\_

Please describe the issue or request in detail:

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### 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 of: \$125 per hour
- 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 agreement is active. Interested in ongoing support? Ask about monthly maintenance plans for priority scheduling and reduced hourly rates.*

## 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: \_\_\_\_\_