# Design Support Membership

**ON-GOING MONTHLY SUPPORT**

# Getting Started

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This is an all-in-one membership for branding and web design services. I'll be your go-to designer for all projects related to your brand and WordPress website. I'll perform routine maintenance, provide technical support when something inevitably goes wrong, and complete design tasks as requested on a monthly basis.

I've included some important information on how we'll be working together so we're on the same page before starting your membership. I cover important details like support details, project management, and info on how the payment plan will work.

# Services Included

**01**    Managed WordPress Hosting

Fast, secure, and reliable web hosting via Flywheel. I'll migrate your website over to my hosting spot
so I can have full access to your site.

**02**    Daily Backups

Saved daily copies of your website that can be restored at any time in case something goes wrong.

**03**    Troubleshoot Support

Support for bug fixes and update errors, plus all of your WordPress + Divi questions answered.

**04**    1-Hour Design Services

You'll have a professional designer by your side to help with all of your branding and web design needs.

**05**    Routine Updates

WordPress, Theme, and Plugin updates so you're running on the latest versions of everything.

**06**    Site Speed Optimization

Spam clean-up and an optimized database so your site is running as fast as possible.

**07**    Divi Tutorial Library

A curated library of tutorials to help you learn the basics of Divi and how to edit your website on your own.

**08**    Basic SEO Support

We'll discover the best keywords for your website and embed them throughout your website.

# FAQs

| 01 QUESTION | ANSWER |
|---|---|
| *Do I have to host my website with you?* | Hosting with me is optional, but highly recommended. There is no discount if you choose to keep your current host, but you may save money by transferring over to me since the membership is all inclusive. |

| 02 QUESTION | ANSWER |
|---|---|
| *What if I need more than one hour of design services?* | If design services exceed one hour, additional time spent will be billed at $99/hour. An invoice will be sent via PayPal upon completion of your design tasks. |

| 03 QUESTION | ANSWER |
|---|---|
| *How do I cancel my membership?* | You are free to cancel at any time. To update your membership details or cancel, please email me and I will send you a direct link. |

# Project Management

You'll submit a support ticket inside Asana and I'll have it completed within 1-3 business days. We'll use Asana to manage all support tickets. I prefer to keep all communication in Asana so it's easy for both of us to access. We'll stay away from regular emails or text as it can be easily lost in the shuffle over the course of the project.

I'll keep track of all time spent on your business with Toggl. Once tasks are completed, I'll provide an official time report for your records.

I'll provide a clear estimate on time as each new ticket is received so you always know what and when to expect things. With that said, my ability to do this depends on you giving me everything I need to complete the project in the format that I need it, as and when I need it.

You'll review my work and provide feedback and approval in a timely manner too, but I recognize that our schedules may shift so we will remain flexible with on our project schedule.

# Payment Options

**01**    Monthly Membership                    $150/month

Support clients are billed automatically. There is no minimum contract so you are free to cancel any time. If payment isn't received within 5 business days of invoice due date, a 5% late fee will be added to the total balance of your invoice every 5 days your payment is overdue.

**02**    Hourly Services        $125/hour ($99/hour for members)

Clients with an active membership may book additional time for design services at a discounted hourly rate of $99/hour. Non-members may book hours at $125/hour. Hourly services include branding, graphic design, WordPress development, Divi web design and basic SEO services.

**03**    Additional Fees

Licenses for premium plugins, stock photos, fonts, illustrations, etc. must be purchased separately. I'll include these charges on your final invoice and bill upon completion of the project.

# Ready to start?

Feel free to sign up using the link below. Once your plan is active, I'll send a invite to our Asana project so you can start adding in your support tickets. If we need to schedule a run-through on how to use Asana, please schedule a meeting at brandedbybritt.co/schedule

**SIGN UP NOW**