



Terms of Service for Needed Basics Digital Solutions LLC

Introduction

Welcome to Needed Basics Digital Solutions LLC. By accessing our services, you agree to be bound by these Terms of Service ("ToS"), all applicable laws and regulations, and agree that you are responsible for compliance with any applicable local laws. If you do not agree with any of these terms, you are prohibited from using or accessing our services.

Services Offered

Website Design and Development: Custom design and development of websites based on the client's specifications and project scope.

Hosting Services: Provision of web hosting services for websites developed by us or third-party websites, as agreed upon.

Logo Design: Creation of custom logos as per client requirements.

Graphic Design: Provision of various graphic design services including, but not limited to, brochures, business cards, and banners.

Terms of Engagement

Project Scope and Deliverables: Each project will be governed by a specific agreement outlining the scope, deliverables, timeline, and costs involved.

Payment Terms: Details on payment schedules, invoicing, and acceptable payment methods will be specified in the project agreement.

Revisions and Approvals: The number of revisions, process for submitting feedback, and approval procedures will be clearly outlined for each project.

Cancellation and Termination: Conditions under which either party may terminate the agreement and the consequences thereof will be clearly stated.

Website Design:

At Needed Basics Digital Solutions LLC, we specialize in creating custom, responsive websites that provide a seamless user experience across all devices. Our goal is to develop websites that not only look great but also perform well, ensuring they meet your business needs and help you achieve your digital marketing goals.

Service Offering:

- Custom website design and development tailored to your specific business requirements.
- Responsive design ensuring compatibility with desktop, tablet, and mobile devices.
- Integration of essential website functionalities such as e-commerce capabilities, contact forms, and social media.
- Search Engine Optimization (SEO) best practices to enhance your site's visibility.

Process and Client Involvement:

1. **Client Consultation:** An in-depth discussion to capture your business goals, target audience, desired website functionality, and aesthetic preferences.
2. **Invoice and Scope Clarification:** Based on our consultation, you will receive an invoice that outlines the services to be provided, the scope of work, and the associated costs. This document serves to ensure both parties have a clear understanding of the deliverables and expectations.
3. **Design and Development:** We begin the design process, creating initial mockups for your review, followed by website development based on approved designs.
4. **Feedback Loop:** We provide opportunities for you to review the work in progress and request modifications as needed to ensure the final product aligns with your vision.
5. **Testing and Launch:** Before launch, the website undergoes thorough testing on various devices and browsers to ensure functionality and performance. Upon your final approval, the site goes live.

Payment Terms:

- **Initial Payment:** A deposit or initial payment is required to begin work on your project, with the balance structured around specific milestones or upon completion, as detailed in your invoice.
- **Adjustments and Additional Costs:** Any requests outside the initial scope will be transparently discussed and invoiced accordingly.

Deliverables:

Upon project completion, you will receive:

- A fully functional, responsive website.
- Access to the CMS for website management, along with basic training on its use.

- Digital copies of the website files and database upon request.

Intellectual Property Rights:

Full ownership of the website design and content is transferred to you after the final payment, enabling unrestricted use. Needed Basics Digital Solutions LLC retains the right to showcase the project in our portfolio and for promotional activities, with respect for any confidentiality concerns.

Ongoing Support:

We provide 10-days of post-launch support to address any issues and ensure smooth operation. Additional maintenance and support services are available to keep your website updated and performing well.

Commitment to Satisfaction:

Your satisfaction is our top priority. We strive for open communication throughout the project to ensure the outcome meets your expectations. Should you have any feedback or concerns, we are dedicated to addressing them promptly.

Website Maintenance Service:

Needed Basics Digital Solutions LLC is proud to offer comprehensive website maintenance services, ensuring that websites we create remain up-to-date, secure, and fully operational. Our maintenance services are designed to provide ongoing support for the websites we've built, helping you to maximize your online presence and keep your site running smoothly.

Scope of Services:

- **Regular Updates:** Implementation of software and security updates to keep the website secure and functioning optimally.
- **Content Updates:** Assistance with updating website content, including text, images, and other media, to keep your site fresh and relevant.
- **Technical Support:** Prompt support for any technical issues that arise, including troubleshooting and resolving problems.
- **Performance Monitoring:** Regular monitoring of website performance, with adjustments and optimizations as needed to ensure fast loading times and optimal user experience.

Eligibility:

- Our website maintenance services are exclusively available for websites that have been designed and developed by Needed Basics Digital Solutions LLC. This policy ensures that we can offer the highest level of support and efficiency, as our team is intimately familiar with the architecture and functionality of the sites we build.

Engagement Process:

1. **Maintenance Plan Selection:** Based on your needs, we develop a maintenance to provide varying levels of support and services.
2. **Agreement:** Upon accepting a plan, an agreement outlining the scope of maintenance services, payment terms, and duration will be provided for your review and approval.
3. **Regular Check-Ins:** Depending on what you choose, we will schedule regular check-ins to discuss any updates, changes, or additional support required.

Payment Terms:

- **Subscription-Based:** Our maintenance services are offered on a subscription basis, with fees determined by the level of service selected. Payment terms and conditions will be specified in the maintenance agreement.

Deliverables:

- Clients can expect regular updates, timely technical support, and comprehensive performance monitoring as part of our maintenance services. Detailed reports of maintenance activities can be provided upon request.

Commitment to Quality:

- We are committed to providing high-quality, reliable maintenance services to ensure your website remains effective and efficient. Our team is dedicated to addressing your needs promptly and effectively, with a focus on minimizing downtime and enhancing your website's performance.

Note:

Please be aware that our maintenance services do not cover websites previously developed by other designers or firms. This exclusivity allows us to ensure the highest standards of service and maintainability for the websites we have personally developed.

Graphic Design:

Needed Basics Digital Solutions LLC provides a comprehensive range of graphic design services to meet all your branding and marketing needs. Our services include, but are not limited to, designing brochures, business cards, banners, social media graphics, and marketing materials. Our aim is to create visually compelling designs that resonate with your target audience and effectively convey your brand message.

Scope of Services:

Custom design solutions tailored to your project requirements.

A collaborative approach to ensure your brand's vision is accurately represented.

Strategic design that aligns with your marketing goals and enhances your brand's visibility.

Design Process and Client Involvement:

Discovery Session: An initial meeting or consultation to understand your project needs, brand identity, target audience, and design preferences.

Project Proposal: A detailed proposal outlining the scope of work, project timeline, deliverables, and quotation.

Concept Development: Creation of initial design concepts based on the agreed-upon project scope and your input.

Feedback and Revisions: Opportunity for you to provide feedback on the initial concepts and request revisions. The number of revision rounds will be specified in the proposal.

Finalization: Finalization of the design based on your feedback and approval.

Payment Terms:

Payment Structure: Payment terms, including any deposits required, will be outlined in the project proposal. Final payment must be made upon project completion and prior to the release of final deliverables.

Project Commencement: A portion of the payment may be required upfront to initiate the project, with the balance due upon completion.

Deliverables: Upon completion of your graphic design project, you will receive the final designs in the required formats, ready for print and digital use. Specific file formats (e.g., PDF, PNG, JPG) and any other deliverables will be outlined in the project proposal.

Intellectual Property Rights: You will receive full ownership of the final designs for your use upon full payment for the completed project. Needed Basics Digital Solutions LLC reserves the right to include any work done in our portfolio and for promotional purposes, with respect to your brand's guidelines and confidentiality requirements.

Guarantee of Satisfaction: We strive for excellence and aim to exceed your expectations with our graphic design services. If you have any concerns or are not completely satisfied with the design progress at any stage, we encourage open communication to ensure we can address any issues and work towards a solution that meets your satisfaction.

Logo Design:

Needed Basics Digital Solutions LLC offers custom logo design services tailored to reflect your brand's identity and values. Our goal is to create a unique and memorable logo that effectively communicates your brand message to your target audience.

Process and Client Involvement:

1. **Initial Consultation:** Before starting the design process, we conduct an initial consultation to understand your vision, brand values, target audience, and design preferences. This consultation ensures that our design direction aligns with your expectations and business goals.
2. **Design Brief:** Based on the initial consultation, a design brief will be created outlining the project scope, timeline, and any specific requirements or preferences you may have.
3. **Concept Development:** Our design team will develop several logo concepts for your review. The number of initial concepts will be specified in the project agreement.
4. **Revisions:** Upon reviewing the initial concepts, you will have the opportunity to provide feedback and request specific revisions. The number of revision rounds will be agreed upon in advance and included in the project agreement.
5. **Finalization:** Once a final design is chosen and approved by you, we will proceed to finalize the logo design.

Payment Policy:

- **All logo design projects require payment in full prior to the commencement of any work.** This upfront payment policy ensures that we can dedicate the necessary resources to your project from the start.

Deliverables:

Upon completion of the logo design project, you will receive the final logo in various formats suitable for both print and digital use, including but not limited to .PNG, .JPG, and .SVG file formats. Additionally, a brand guideline document detailing the logo's usage guidelines, color palette, and typography may be provided upon request.

Intellectual Property Rights:

Upon full payment and completion of the project, you will be granted full ownership of the final logo design for use across all your branding materials. However, Needed Basics Digital Solutions LLC retains the right to display the logo in our portfolio and marketing materials as an example of our past work, unless otherwise agreed upon in writing.

Client Satisfaction:

Our aim is to ensure your complete satisfaction with the final logo design. If at any point during the design process you have concerns or are not satisfied with the direction of the project, we encourage you to communicate openly with us. We are committed to working with you to make adjustments until you are satisfied with the final design.

Hosting Services

Uptime Guarantee: We strive to ensure maximum uptime for hosted websites, subject to scheduled maintenance and unforeseen downtime.

Data Security: We implement industry-standard security measures to protect hosted data but cannot guarantee absolute security against cyber threats.

Backups: Regular backups will be performed, though clients are encouraged to maintain their backups.

Hosting Renewal and Payment: Clients are solely responsible for renewing their hosting services annually, starting from the date the website project is initiated. It is the client's obligation to ensure that the hosting fee is paid on time to maintain the continuity of their website's hosting services. If the client fails to pay the hosting fee, the hosted site will be disconnected immediately upon expiration without prior notice. Needed Basics Digital Solutions LLC is not responsible for reminding clients of their payment obligations for hosting renewal. Clients are encouraged to keep track of their renewal dates to avoid any disruption in their hosting services.

Intellectual Property Rights

Upon full payment, the client is granted the rights to use the designs, logos, and websites as agreed upon in the project scope. However, Needed Basics Digital Solutions LLC retains the right to use any work created for portfolio and promotional purposes, unless otherwise agreed upon.

Limitation of Liability

Needed Basics Digital Solutions LLC shall not be liable for any indirect, incidental, consequential, or punitive damages resulting from the use of our services.

Changes to Terms of Service

We reserve the right to modify these ToS at any time without prior notice. Your continued use of our services following any such changes constitutes your agreement to the new ToS.

Governing Law

These terms and conditions are governed by and construed in accordance with the laws of Missouri, and you irrevocably submit to the exclusive jurisdiction of the courts in that State or location.

Refund Policy

Needed Basics Digital Solutions LLC is committed to providing high-quality services tailored to meet the specific needs of our clients. We understand the importance of every project and the trust you place in us to deliver results that meet your expectations.

No Refunds Once Work Has Commenced:

- **Deposits and Payments:** Upon agreement to proceed with any of the services offered by Needed Basics Digital Solutions LLC, including but not limited to website design and development, website maintenance, logo design, and graphic design services, clients are required to make a deposit as outlined in the invoice or agreement. This deposit signifies the initiation of our services and the allocation of resources to your project.

- **Acknowledgement of Policy:** By making a deposit and commencing the project, clients acknowledge and agree that **no refunds will be issued once work on the project has begun.** This policy is in place to cover the initial resources and efforts invested in starting your project, including research, design, development, and planning activities.
- **Commitment to Satisfaction:** We understand the significance of your investment and are dedicated to ensuring your satisfaction with the final deliverables. Should you have concerns or feedback during the course of the project, we encourage open communication and will make every effort to address and resolve issues in alignment with the agreed-upon scope and terms of service.

Cancellation Before Commencement:

- If a project is cancelled by the client before work has officially commenced and no resources have been allocated, a partial or full refund of the deposit may be considered on a case-by-case basis, subject to administrative fees and any expenses already incurred on behalf of the project.

Exceptional Circumstances:

- Needed Basics Digital Solutions LLC reserves the right to evaluate refund requests under exceptional circumstances on a case-by-case basis. However, such exceptions are rare and are at the sole discretion of Needed Basics Digital Solutions LLC.

We appreciate your understanding of our no-refund policy, which is designed to acknowledge the effort and resources committed to your project from the outset. Our goal is to work closely with you to deliver services that meet your needs and exceed your expectations.

Responsiveness and Project Queue

Effective communication is essential for the timely and successful completion of projects. At Needed Basics Digital Solutions LLC, we value clear and prompt communication with our clients. To ensure that all projects proceed efficiently, we have established the following communication policy:

- **Client Responsiveness:** We rely on timely feedback and the provision of necessary documents or information from our clients to keep projects moving forward. If attempts to contact a client for essential feedback or materials are unsuccessful, we reserve the right to temporarily pause work on the project.
- **Queue Adjustment:** Clients who are unresponsive, or who fail to provide requested documents or information within a reasonable timeframe, may be moved to the end of our project queue. This policy ensures that we can continue to deliver quality service to all our clients without undue delays.
- **Resuming Work:** Once communication is reestablished and any requested materials or feedback are provided, we will make every effort to resume work on the project as soon as our schedule permits.

We understand that circumstances can arise which may affect your ability to respond promptly. We appreciate being notified of any potential delays in communication or document provision to avoid project interruptions.