MESAPORTFOLIO DESIGN PROCESS & TERMS OF SERVICE

START

- In order for us to start with the website design process, we require the completed website brief, the copy/text and the images/photos that you would like to include on the website. Please keep in mind that the clients are responsible for providing the content (text/copy) that they would like to use for their websites.

- We focus on creating the home page first. The home page is the foundation for the rest of the website. Once the home page is approved, we will continue working on the inner pages.

REVISIONS

- For Upwork clients, feedback must be submitted in writing and posted on the Upwork workroom for future reference. For clients outside of Upwork, feedback must be submitted in writing by email.

- Our proposal includes 4 rounds of revisions for the home page and 4 rounds of revisions for all the inner pages. Additional changes/revisions will incur an additional cost.

PAYMENT TERMS

- Before we start working on any project, we require a 50% initial payment.

- Before we make the website live on the client`s hosting, we require the remaining balance.

ADDITIONAL SERVICES

Features, pages, additional changes, photos, etc. not included on the original project description or our proposal will incur an additional cost. We will let you know the additional cost in advance. Our hourly rate is $39. Minimum 2-hour-block needs to be paid.

RE-ENGAGEMENT FEE

If a project stalls or a client becomes unresponsive for more than 2 weeks (15 days), the project will become "inactive" and a re-engagement fee of $97 will be assessed upon re-initiating the project. If there is no meaningful activity for 1 month the project may be terminated without refund.

REFUNDS POLICY

No partial or total refunds after 15 days of payment received. No exceptions.