

SERVICE LEVEL AGREEMENT

SupportForWP

Managed Care | Managed Platform | Managed Enterprise

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1. Agreement and Parties

1.1 Purpose

This Service Level Agreement ("SLA" or "Agreement") establishes the terms under which Red Leaf Consulting, operating as SupportForWP ("SupportForWP," "Provider," "we," or "us"), provides WordPress website management, maintenance, monitoring, hosting, technical support, and related services to its business and organizational customers ("Customer" or "Client").

SupportForWP offers three service levels:

- **Level 1 - Managed Care:** Routine WordPress maintenance and monitoring for eligible customer-hosted websites.
- **Level 2 - Managed Platform:** Managed WordPress hosting, maintenance, monitoring, and related platform services.
- **Level 3 - Managed Enterprise:** Custom-managed services established through a separately accepted Order Form or service schedule.

The purpose of this Agreement is to establish clear expectations regarding services, responsibilities, performance targets, limitations, fees, and remedies.

1.2 Customer Eligibility

Services are intended exclusively for businesses, nonprofit organizations, associations, and other legally established organizations.

SupportForWP does not offer these standard service agreements to individuals purchasing services primarily for personal, family, or household use.

1.3 Agreement Acceptance

This Agreement becomes effective upon execution of a signed Order Form or legally valid electronic acceptance referencing the applicable version of this SLA.

The Order Form identifies the purchased services, applicable fees, resource allocations, authorized representatives, and any specifically negotiated terms.

SupportForWP will maintain records of customer acceptance and the controlling agreement version.

1.4 Order of Precedence

This SLA takes precedence over conflicting general service descriptions, website statements, marketing materials, or standard customer-facing terms.

The Customer's accepted Order Form establishes the purchased service level, pricing, billing frequency, hosting resource allocations, authorized representatives, and other customer-specific service configurations.

Customer-specific commercial and service configurations expressly identified in an accepted Order Form control over general descriptions in this SLA to the extent of a conflict.

Any modification to the legal, liability, termination, or other general contractual provisions of this SLA must be expressly identified in a mutually accepted written amendment or Order Form.

Where documents conflict and no express modification applies, the accepted version of this SLA controls.

1.5 Agreement Changes

SupportForWP may revise this Agreement prospectively.

Proposed changes will be published on the SupportForWP website and communicated to the Customer's designated administrative email address at least 30 calendar days before their proposed effective date, except where a shorter notice period is legally permitted and reasonably necessary.

Material changes affecting an existing Customer's rights, obligations, purchased services, support commitments, or service limitations will not become effective during an existing

contractual commitment without the Customer's agreement where consent is required by law or the controlling Agreement.

Pricing changes are governed by Section 2.6. Annual renewal notices are governed by Section 12.2.

Temporary operational notices, including planned maintenance, holiday schedules, and extraordinary service disruptions, may be published separately, provided they do not materially modify the Customer's contractual service entitlements.

The version accepted by the Customer remains controlling until validly amended or replaced. Publication of a newer version does not automatically modify an existing Customer's Agreement.

2. Service Levels and Pricing

2.1 Standard Plans

Service	Managed Care	Managed Platform
Monthly subscription	\$300	\$750
Annual subscription	\$3,240	\$8,100
One-time setup	\$500	\$1,000
Hosting	Customer-provided	Included
Standard migration	N/A	Included
Routine DNS administration	N/A	Included
Scheduled site-health review	Monthly	Weekly
Designated key-function checks	One	Up to three
WordPress maintenance	Included	Included
Site monitoring and reporting	Included	Included
Server-side software maintenance (PHP, MySQL)	Separately billed	Included
Client-requested changes	Separately billed	Separately billed
Technical Repair Work	Separately billed	Separately billed
Support priority	Standard	Priority

Managed Enterprise services, fees, response commitments, hosting resources, and additional obligations are established in the applicable Order Form.

2.2 Setup and Initial Payment

The applicable setup fee and first monthly or annual subscription payment must be received before onboarding begins.

The setup fee covers standard onboarding activities described in this Agreement and does not include separately billable work.

The first subscription payment is collected in advance and credited toward the Customer's initial subscription period, which begins on the Subscription Commencement Date defined in Section 3.5.

Collection of payment or commencement of onboarding does not, by itself, activate recurring service commitments or begin the paid subscription period.

2.3 Recurring Billing

Subscriptions are billed automatically according to the billing frequency identified in the accepted Order Form.

The Subscription Commencement Date establishes the Customer's recurring billing anniversary unless a different arrangement is expressly documented and accepted.

Monthly billing anniversaries occur on the corresponding calendar day of each successive month, or the final day of the month when the corresponding day does not exist. Annual billing anniversaries occur on the corresponding calendar date of each successive year, adjusted to the final day of the month when necessary.

Recurring subscription charges are due in advance for the applicable renewal service period.

The first subscription payment collected before onboarding is applied to the initial subscription period and will not be charged a second time upon activation.

Any different billing arrangement, including consolidated or fixed-date billing, must be documented in the accepted Order Form and must not reduce the Customer's purchased service entitlement without agreement.

2.4 Failed Payments and Late Charges

When payment fails, SupportForWP may attempt payment again during the seven calendar days following the due date.

Undisputed overdue balances may accrue simple interest at 1% per month following a ten-day grace period, or the maximum amount permitted by applicable law if lower.

SupportForWP may suspend affected services after 30 calendar days of nonpayment and terminate services after 60 calendar days of nonpayment, subject to applicable notice requirements and law.

Suspension does not waive outstanding payment obligations for any plan.

For Managed Platform and Managed Enterprise, customer account will still incur hosting costs while SupportForWP maintains the customer's environment.

Upon account termination for non-payment, new recurring fees stop, apart from properly accrued charges and separately authorized work.

2.5 Taxes and Third-Party Charges

Customers are responsible for applicable taxes, licensed software, separately disclosed third-party charges, domain registration fees, approved premium services, and other expenses identified in the accepted Order Form or separately authorized in writing.

SupportForWP remains responsible for taxes imposed on its own income.

2.6 Price Changes

SupportForWP may revise its published service pricing prospectively, subject to existing contractual commitments, required notice, and applicable law.

Monthly Subscriptions

Changes to monthly subscription pricing will be communicated to the Customer at least 30 calendar days before the first billing period to which the revised price will apply.

Annual Subscriptions

Changes to annual subscription pricing will take effect only upon an annual renewal unless the Customer expressly agrees otherwise in writing.

SupportForWP will communicate any proposed annual renewal price increase at least 60 calendar days before the applicable renewal date. The revised price will be included in the annual renewal reminder described in Section 12.2.

If an annual price increase is not communicated within the required notice period, the previously agreed annual subscription price will remain applicable to the upcoming renewal unless the Customer affirmatively accepts the revised price.

If a proposed price increase is communicated after the Customer's ordinary nonrenewal deadline, the Customer may decline the upcoming renewal without penalty at any time before the renewal date.

Existing Commitments

Price changes will not retroactively affect prepaid service periods or previously accepted work orders.

Separately billable work is subject to the applicable rate and authorization provisions of Section 10.3.

All price changes remain subject to applicable law and the controlling Agreement.

3. Website Eligibility and Onboarding

3.1 Site Review

Every website must pass a SupportForWP site review before service acceptance.

Eligibility criteria include, but are not limited to:

- Supported WordPress, PHP, database, theme, and plugin versions.
- Valid commercial software licenses.
- Reasonable security and operational condition.
- Absence of known active malware or unresolved errors.
- Compatible hosting and administrative access.
- Adequate technical documentation.
- Reasonably maintainable custom code and integrations.
- Compliance with applicable law and hosting-platform requirements.
- Compatibility with SupportForWP management, backup, monitoring, and security systems.
- Appropriate resource demands for the selected plan.
- Acceptable operational, commercial, and security risk.

SupportForWP may accept, conditionally accept, defer, recommend a different plan for, or decline any proposed website for legitimate business, technical, security, capacity, or compliance reasons, subject to applicable law.

3.2 E-Commerce and Transaction-Critical Applications

Managed Care and Managed Platform do not include support for e-commerce websites or transaction-critical applications.

For purposes of this Agreement, an e-commerce website includes a website that directly operates an online shopping cart, customer checkout, order-management workflow, or payment-processing integration as a material part of its operation.

A transaction-critical application is a website function whose failure could reasonably cause substantial financial loss, interruption of essential business operations, material regulatory exposure, or other significant business consequences.

Examples may include customer payment processing, transaction-dependent reservation systems, and operationally critical customer-service workflows.

A basic contact form, informational website, or link to an independently hosted third-party payment or booking service does not automatically constitute an e-commerce or transaction-critical application. Eligibility depends on the website's actual configuration, dependencies, operational importance, and risk.

E-commerce and transaction-critical applications require a Managed Enterprise plan and must pass a separate suitability review before acceptance.

SupportForWP may decline applications presenting excessive operational complexity, unsupported integrations, unusual security exposure, regulatory requirements, or risks outside the agreed service scope.

Any accepted e-commerce or transaction-critical functionality must be expressly identified in the applicable Managed Enterprise Order Form, together with relevant service limitations and responsibilities.

3.3 Standard Onboarding

Standard onboarding may include:

- Website and software inventory.
- Review of the existing technical configuration.
- Administrative-access verification.
- License and compatibility checks.
- Connection to management and monitoring systems.
- Backup configuration and initial status verification.
- Security-monitoring configuration.
- Selection of designated key-function checks.

- Customer account and reporting setup.
- Documentation of the starting configuration.

Managed Platform additionally includes one standard WordPress migration, supported environment configuration, appropriate staging verification, DNS coordination, and production-launch activities.

3.4 Excluded Onboarding Work

Standard setup does not include:

- Malware cleanup or forensic investigation.
- Repair of existing plugin or theme conflicts.
- Custom development.
- Website redesign.
- Content recreation.
- Complex third-party integrations.
- Mailbox or email-platform migration.
- Recovery of inaccessible third-party accounts.
- Extensive custom DNS restructuring.
- Repair of damaged or unsupported databases.
- Other non-standard professional services.

Such work may be quoted separately.

3.5 Service Commencement and Activation

For purposes of this Agreement, the following dates apply:

- **Agreement Effective Date:** The date this Agreement is accepted in accordance with Section 1.3.
- **Onboarding Start Date:** The date SupportForWP begins authorized onboarding activities following receipt of required payment.

- **Onboarding Ready Date:** The date the Customer has provided the access, information, approvals, and other prerequisites reasonably necessary for SupportForWP to proceed with standard service activation.
- **Service Activation Date:** The date SupportForWP confirms in writing that the purchased services have been activated and are available under the accepted service configuration.
- **Subscription Commencement Date:** The Service Activation Date, unless a later commencement date is expressly agreed in writing.
- **Billing Anniversary:** The recurring renewal date determined by the Subscription Commencement Date and applicable billing frequency.

For Managed Care, activation occurs when the agreed maintenance and monitoring services are operational within the Customer's approved hosting environment.

For Managed Platform, activation occurs when the supported website has been placed into service within SupportForWP's managed hosting environment and the agreed maintenance and monitoring services are operational.

The Service Activation Date and Subscription Commencement Date will be documented in the Customer's service record.

Contractual incident-response targets and ongoing service commitments begin on the Service Activation Date. This does not limit obligations that otherwise apply during onboarding, including confidentiality, reasonable protection of information, and legally required security notifications.

3.6 Activation Deadlines and Unsuccessful Onboarding

SupportForWP will use commercially reasonable efforts to complete standard service activation within 30 calendar days following the Onboarding Ready Date.

SupportForWP will notify the Customer of material prerequisites preventing activation and document the applicable Onboarding Ready Date when those prerequisites have been satisfied.

If activation cannot be completed within 30 calendar days after the Onboarding Ready Date, either party may request an agreed written extension or terminate the pending service arrangement.

If necessary Customer prerequisites remain incomplete 45 calendar days after receipt of initial payment, either party may terminate the pending arrangement unless a written extension has been accepted.

Where service is terminated before activation:

1. All prepaid subscription charges for services not commenced will be refunded.
2. If failure to activate results from circumstances within SupportForWP's reasonable control, the setup fee will also be refunded.
3. If activation is prevented by Customer actions, missing prerequisites, unsupported configurations, or other circumstances outside SupportForWP's reasonable control, reasonable setup charges attributable to onboarding work already performed may be retained, up to the agreed setup fee.
4. Any separately authorized third-party expenses or professional services already incurred remain payable, subject to the accepted terms and applicable law.
5. No recurring subscription renewal will occur for a service that has not been activated unless the parties expressly agree otherwise.

Any agreed onboarding extension will be documented in writing and will identify the revised anticipated activation date, outstanding prerequisites, the party responsible for each prerequisite, and any agreed effect on billing or termination rights.

Refunds and termination under this section are further governed by Section 12.3.

4. Routine WordPress Maintenance

4.1 Maintenance Activities

Covered routine care includes risk-based maintenance of supported WordPress core, plugins, and themes, together with applicable maintenance monitoring, backup-status checks, compatibility reviews, and post-update validation. Updates may be deferred when warranted by security, compatibility, stability, or operational considerations.

SupportForWP does not guarantee a particular update date or calendar interval.

Routine care includes maintenance activities supported by the selected plan, which may include:

- WordPress core updates.
- Supported plugin updates.
- Supported theme updates.
- Maintenance-status monitoring.
- Backup checks.
- Routine vulnerability assessment.
- Standard compatibility reviews.
- Appropriate post-update checks.

Maintenance is reviewed and scheduled regularly throughout the month.

SupportForWP does not guarantee a particular update date or calendar interval.

4.2 Standing Authorization

Enrollment constitutes authorization for SupportForWP to perform ordinary covered maintenance without seeking separate approval for each update.

This includes routine updates, reasonable configuration adjustments necessary to perform covered care, and standard backup operations.

Material feature changes and separately billable work require additional authorization unless previously approved.

4.3 Security Updates

SupportForWP may accelerate security-related maintenance when a credible threat or serious vulnerability warrants prompt action.

Urgent security maintenance may occur outside normal maintenance windows.

4.4 Maintenance Safeguards

SupportForWP will use commercially reasonable, risk-based maintenance procedures.

Depending on the circumstances, safeguards may include backup verification, restore points, staging, compatibility checks, and post-update functional validation.

Not every update requires every safeguard.

4.5 Failed Maintenance

Routine update failures may receive ordinary automated retries and supported recovery procedures.

Extended troubleshooting, incompatible software repair, database repair, custom-code modification, and other site-specific problems constitute separately billable Technical Repair Work unless otherwise included under the applicable service plan or Section 10.5.

Where a defect or service failure is directly caused by SupportForWP's performance of covered services, reasonable corrective work will be provided without additional repair charges in accordance with Section 10.5.

SupportForWP is not responsible for correcting unrelated pre-existing defects, unsupported components, or independent third-party failures without separate authorization and payment.

4.6 Maintenance Windows

SupportForWP may select reasonable maintenance windows based on operational requirements.

Advance notice will be provided when reasonably practicable for planned work expected to cause material interruption.

Urgent security-related work may proceed without advance notice.

5. Monitoring, Security, and Reporting

5.1 Scheduled Health Reviews

Managed Care includes a scheduled site-health review on a monthly basis.

Managed Platform includes a scheduled site-health review on a weekly basis.

Managed Enterprise includes a scheduled site-health review on a weekly basis unless otherwise established by the applicable Order Form.

Scheduled site-health reviews may be performed through automated systems, manually supervised processes, or a combination of both.

A scheduled review is considered completed when SupportForWP's designated systems or personnel have performed the applicable configured checks and generated or retained a corresponding review record.

Reviews may identify maintenance exceptions, security alerts, backup failures, availability issues, or other supported indicators requiring further evaluation.

A scheduled review does not constitute a comprehensive security audit, complete website functionality test, or guarantee that every underlying issue will be identified.

5.2 Automated Monitoring

Automated monitoring may operate more frequently than scheduled site-health reviews.

Monitoring intervals are configured and adjusted by SupportForWP according to technical capabilities, operational requirements, available resources, and service conditions.

No fixed automated polling interval is guaranteed unless expressly agreed in writing.

Automated checks may satisfy scheduled health-review requirements where they perform the configured review activities and retain sufficient records to establish that those activities occurred.

Automated alerts may initiate incident classification, notification, or other supported operational workflows. An automated alert does not, by itself, constitute immediate human investigation or a guaranteed resolution commitment.

Material monitoring failures identified by SupportForWP will be evaluated through its standard operating procedures.

5.3 Monitoring Scope

Applicable monitoring may include:

- Website availability.
- SSL/TLS certificate status.
- Backup-job status.
- WordPress maintenance exceptions.
- Supported software vulnerabilities.
- Security and malware alerts.
- Selected WordPress health indicators.
- Agreed upon key-function checks.
- Other supported service-health indicators.

Monitoring scope depends on the selected plan and applicable technical capabilities.

5.4 Key-Function Monitoring

Managed Care includes one designated key-function check.

Managed Platform includes up to three designated key-function checks.

Managed Enterprise monitoring is customized.

A key-function check may monitor the reachability or expected behavior of a selected workflow, such as a contact form, login, booking path, or similar feature.

Monitoring does not necessarily execute a real purchase, transmit real customer data, or validate every step of a complex transaction.

5.5 Monitoring Limitations

Monitoring does not guarantee detection of every outage, security threat, malfunction, data loss, or application defect.

False positives, delayed alerts, incomplete measurements, and temporary monitoring interruptions may occur.

Automated detection does not constitute immediate human investigation.

5.6 Security Controls

Available security measures may include hosting-platform firewall protections, traffic filtering, vulnerability information, security patching, SSL monitoring, and supported malware detection.

Specific capabilities vary by plan, hosting environment, and active service configuration.

Security services reduce risk but do not guarantee that a website cannot be compromised.

5.7 Reporting

SupportForWP will provide a monthly service summary through the customer portal, email, or another designated reporting method.

Reports may include maintenance activity, monitoring status, backup information, identified exceptions, and material service actions.

Managed Enterprise reporting may be customized by agreement.

6. Security Incidents and Protective Measures

6.1 Initial Review

SupportForWP will conduct an initial review of reported incidents in accordance with the purchased service level.

The initial review is intended to classify the incident, assess the available information, and determine the appropriate next action.

It does not include unlimited diagnostic or repair work.

6.2 Protective Action

The Customer authorizes SupportForWP to take limited, proportionate, nonbillable protective measures reasonably necessary to address an imminent threat within the systems SupportForWP is authorized to manage.

Such measures may include:

- Temporarily restricting administrative access.
- Blocking suspected malicious traffic.
- Temporarily disabling a compromised software component.
- Isolating an affected environment.
- Applying a necessary protective configuration.

SupportForWP will provide prompt notice when reasonably practicable and document material actions.

6.3 Billable Incident Work

Extended forensic investigation, malware removal, code repair, database reconstruction, data restoration, and similar services are separately billable unless specifically included or necessary to correct a problem directly caused by SupportForWP.

Prior customer approval or documented standing authorization is required before separate billable work begins.

6.4 Security Incident Notification and Cooperation

6.4.1 Notification Obligation

SupportForWP will notify the Customer without unreasonable delay after discovering credible evidence of a suspected or confirmed security incident that reasonably may affect the confidentiality, integrity, or availability of the Customer's website, systems, credentials, or data within SupportForWP's managed services.

Where SupportForWP maintains or possesses personal information belonging to the Customer and discovers a breach involving unauthorized acquisition, or reasonably suspected unauthorized acquisition, of that information, SupportForWP will notify the Customer immediately following discovery when required by applicable law, including RCW 19.255.010(2).

Notification will not be delayed solely because an investigation remains incomplete.

6.4.2 Notification Method and Contacts

Security incident notifications will be directed to the Customer's designated security or escalation contact using the contact information maintained in the Customer's account or accepted Order Form.

SupportForWP may use email, telephone, a secure customer portal, or another reasonable communication method appropriate to the circumstances. Where a designated communication method may be compromised, SupportForWP may use an alternative available contact method.

The Customer is responsible for maintaining accurate and current security and escalation contacts.

6.4.3 Incident Information

The initial notification will provide available information reasonably necessary for the Customer to understand and respond to the incident, which may include:

- A description of the suspected or confirmed incident.

- The known or estimated time of discovery and occurrence.
- Affected websites, systems, or services.
- Types of information potentially affected.
- Known or reasonably suspected operational or security impacts.
- Protective measures already implemented.
- Recommended Customer actions.
- Available contact information for incident coordination.

Information not yet known may be identified as preliminary. SupportForWP will provide material updates as reasonably available during its investigation or coordination activities.

6.4.4 Responsibilities and Cooperation

The Customer remains responsible for legally required notifications to affected individuals, regulatory authorities, customers, or other parties when those obligations apply to the Customer as the owner, controller, or licensee of the affected information.

SupportForWP remains responsible for notification and other obligations independently imposed upon it by applicable law.

The parties will reasonably cooperate in evaluating incidents, preserving available evidence, exchanging relevant information, and determining appropriate next steps.

6.4.5 Relationship to Other Services

Initial notification, reasonable coordination, and limited protective measures authorized under Section 6.2 are included within the applicable service relationship.

Extended investigation, forensic analysis, malware removal, restoration, reconstruction, or other Technical Repair Work remains subject to Section 6.3 and the applicable authorization requirements.

Nothing in this section limits or delays notification obligations imposed by applicable law.

Where a shorter notification deadline or additional requirement applies, the applicable legal requirement controls.

6.4.6 Incident Records and Escalation

SupportForWP will maintain reasonable records of material security incidents affecting managed services.

Incident records may include the time of discovery, nature of the suspected or confirmed incident, affected systems, preliminary classification, protective actions, Customer notifications, and material follow-up activities.

SupportForWP will maintain an internal escalation procedure for communicating material security incidents to designated responsible personnel and Customer contacts.

Notification and escalation procedures will account for applicable legal notification requirements, including requirements that may apply outside standard staffed support hours.

Nothing in this section creates a general commitment to continuous human monitoring, after-hours troubleshooting, forensic investigation, or guaranteed incident resolution beyond the obligations expressly established in this Agreement or applicable law.

7. Backups and Recovery

7.1 Backup Frequency

Managed Platform includes automated daily backups using the available managed hosting infrastructure.

Managed Care backup capabilities depend on the Customer's approved hosting platform and accepted configuration.

Enterprise backup schedules may be customized.

7.2 Backup Retention

Managed Platform targets a rolling 30-day accessible backup history, subject to hosting-provider capabilities, exclusions, operational conditions, and applicable policies.

Managed Care retention depends on the approved client-hosted environment.

Additional archival retention is not included unless expressly contracted.

7.3 Backup Verification

SupportForWP monitors supported backup-job status and reviews reported failures through its standard operating process.

Not every backup is individually restored and tested.

A successful backup indicator does not guarantee complete recoverability.

7.4 Restoration

Restoration requests are evaluated according to urgency, available backup points, potential data loss, technical feasibility, authorization, and applicable charges.

Restoration may replace more recent information with earlier backed-up data.

7.5 Recovery Targets

Standard plans do not include guaranteed Recovery Point Objectives, Recovery Time Objectives, or universal restoration deadlines.

Daily backup frequency does not constitute a guaranteed maximum data-loss interval.

7.6 Recovery Charges

Routine backup administration and backup-status monitoring supported by the purchased service plan are included.

Restoration, reconstruction, or repair resulting from Customer actions, pre-existing defects, malware, data corruption, or independent third-party failures is generally separately billable.

Reasonable restoration necessary to correct a website defect or service failure directly caused by SupportForWP's performance of covered services is included without additional repair charges, subject to Section 10.5.

Additional recovery work outside covered services requires appropriate Customer authorization under Section 10.4.

No restoration activity is guaranteed to recover information that was not successfully backed up, retained, or otherwise available for recovery.

8. Managed Hosting and Resource Allocations

8.1 Managed Platform Hosting

Managed Platform hosting is supplied through a reputable managed WordPress hosting environment selected by SupportForWP.

SupportForWP currently intends to use WP Engine or equivalent managed WordPress infrastructure.

SupportForWP may substitute a substantially comparable provider when reasonably necessary, subject to applicable contractual and legal obligations.

8.2 Resource Allocations

Each Customer's accepted Order Form defines applicable hosting resources, including as appropriate:

- Website environments.
- Storage capacity.
- Database resources.
- Estimated monthly visitor allowances.
- Bandwidth or data transfer.
- Processing capacity.
- Backup capabilities.
- Security features.
- Additional plan-specific limits.

Allocations may not exceed the infrastructure capabilities or service entitlements available to SupportForWP through its underlying hosting provider.

SupportForWP may impose lower customer-specific allocations to preserve security, service quality, operational stability, and shared capacity.

Published visitor estimates and resource allowances are not guarantees of uninterrupted operation or specific application throughput.

8.3 Resource Overages

Where Customer usage exceeds approved allocations, SupportForWP may require a service upgrade, reduced resource usage, separately approved charges, or migration to an appropriate service level.

Notice will be given when reasonably practicable.

8.4 Hosting Availability

SupportForWP uses commercially reasonable managed hosting infrastructure.

Standard plans do not include an independent SupportForWP uptime-percentage guarantee or automatic service credits.

Nothing in this section eliminates obligations that cannot legally be disclaimed.

8.5 DNS Administration

Managed Platform includes routine administration of supported website-related DNS records.

Excluded services include domain registration, registrar disputes, email-system migrations, complex SPF/DKIM/DMARC projects, unrelated DNS architecture, and general IT administration.

8.6 Third-Party Services

SupportForWP does not control the availability or performance of independent registrars, payment processors, mail providers, external APIs, software vendors, or infrastructure providers.

SupportForWP will perform reasonable covered initial review and coordination when relevant.

Extensive troubleshooting outside covered services may be separately billed.

9. Support Hours and Incident Response

9.1 Support Availability

Support requests may be submitted by email 24 hours per day, seven days per week.

Unless otherwise established in an accepted Order Form, standard staffed support hours are Monday through Friday, 08:00–17:00 Pacific Time, excluding observed United States federal holidays.

Submission availability does not imply continuously staffed human support.

SupportForWP may publish temporary operational notices regarding holidays, planned maintenance, extraordinary disruptions, or other nonmaterial schedule adjustments.

Material changes to the contractual staffed support schedule or purchased support entitlements are subject to the agreement-change requirements of Section 1.5.

Incident-response targets are calculated only during applicable staffed business hours, as further described in Section 9.5, unless a separate written agreement provides otherwise.

9.2 Incident Priorities

P1 - Critical: Broad production outage, serious active security incident, or widespread failure of an agreed key workflow with significant business impact.

P2 - High: Significant performance degradation, important partial functional failure, repeated maintenance failure, or elevated security concern.

P3 - Standard: Routine service questions, billing inquiries, reporting requests, nonurgent alerts, and general support.

SupportForWP may reclassify incidents based on the available facts and business impact.

9.3 Response Targets

Priority	Managed Care	Managed Platform
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P1 - Critical	8 business hours	4 business hours
P2 - High	24 business hours	8 business hours
P3 - Standard	48 business hours	24 business hours

Managed Enterprise response targets are defined in its accepted service schedule.

9.4 Response Definition

An initial response means a substantive acknowledgment that includes a preliminary assessment, classification, or next action.

An automatically generated ticket acknowledgment alone does not satisfy the initial response commitment.

9.5 Response-Time Measurement

Response targets are measured during staffed business hours.

An incident received outside business hours is treated as received at the start of the next business period.

The response clock concludes upon the first qualifying substantive response.

Any agreed pause must be reasonably related to a circumstance preventing the relevant service activity.

9.6 Resolution

Response targets do not guarantee resolution or restoration within the same period.

Repair and recovery depend on technical conditions, available resources, third-party services, client cooperation, and approval of separately billable work.

9.7 After-Hours Support

Standard plans do not include guaranteed after-hours human emergency response.

Additional coverage requires a separately accepted Enterprise schedule or other written agreement.

10. Technical Repair Work and Customer Changes

10.1 Routine Care Versus Repair

Routine maintenance, monitoring, standard reporting, and included service administration are covered by the subscription.

Technical Repair Work includes site-specific hands-on investigation, troubleshooting, modification, repair, or recovery outside routine covered activities.

10.2 Examples of Billable Work

Examples include:

- Plugin or theme conflict resolution.
- Custom PHP, CSS, or JavaScript changes.
- Malware cleanup.
- Database repair.
- Custom integration troubleshooting.
- Major restoration activities.
- New functionality or design.
- Content modifications.
- AI, SEO, or accessibility repair.
- Third-party application troubleshooting.

10.3 Quotes and Rates

Separately billable professional services, Technical Repair Work, development, and Customer-requested changes are charged according to the applicable published rate schedule at <https://supportforwp.com/rates/>, unless a different rate is expressly established in an accepted Order Form, quote, or work order.

The rate applicable to a particular authorization is the rate disclosed and accepted when that work is authorized.

SupportForWP may revise published rates prospectively with at least 30 calendar days' advance notice to affected Customers.

Changes to published rates do not modify rates or pricing already established in an accepted fixed-price quote, work order, or other binding written authorization unless mutually amended.

Work performed outside the scope of an accepted authorization requires additional Customer approval when it will result in additional billable charges.

All separately billable work remains subject to Section 10.4.

10.4 Authorization

SupportForWP will not intentionally begin separately billable work without approval from an authorized Customer representative or previously documented standing spending authorization.

Approval may be recorded through an accepted electronic signature, support portal, email, or another agreed written process.

10.5 SupportForWP-Caused Problems

If SupportForWP directly causes a website defect or service failure while performing covered services, SupportForWP will perform reasonable corrective work necessary to restore the affected website to its immediately prior supported operating condition without an additional repair charge.

This obligation includes reasonably necessary restoration from available backups when the need for restoration directly results from SupportForWP's performance of covered services.

The obligation does not extend to unrelated pre-existing defects, unsupported components, independent third-party failures, Customer actions, or improvements beyond restoration of the immediately prior supported condition.

Any applicable liability limitations and other contractual remedies remain governed by Section 14 and applicable law.

10.6 No Included Change Hours

Managed Care and Managed Platform do not include monthly allocations of development, design, content editing, or Technical Repair Work.

Managed Enterprise does not include such allocations unless expressly established in an accepted Enterprise Order Form or service schedule.

Customer-requested changes and Technical Repair Work outside the purchased service entitlements require separate authorization and payment in accordance with Sections 10.3 and 10.4.

11. Customer Responsibilities

Customers agree to:

1. Maintain accurate administrative and escalation contacts.
2. Maintain an authorized payment method.
3. Provide necessary administrative access and MFA cooperation.
4. Maintain required third-party licenses and subscriptions.
5. Notify SupportForWP of material website or infrastructure changes.
6. Avoid disabling required monitoring, management, backup, or security controls without coordination.
7. Maintain ownership and control of their domains and intellectual property.
8. Meet applicable privacy, accessibility, content, consumer-protection, and regulatory obligations.
9. Maintain lawful website content and authorized business activity.
10. Cooperate reasonably in incident response, onboarding, and approved maintenance.

When Customer actions materially prevent delivery of a service, affected commitments may be suspended to the extent reasonably caused by that interference.

Customers must comply with applicable hosting-platform acceptable-use restrictions.

12. Renewals, Cancellation, and Termination

12.1 Monthly Subscriptions

Monthly subscriptions automatically renew for successive monthly service periods unless canceled in accordance with this Agreement.

A Customer may cancel a monthly subscription by submitting an authorized cancellation request through the SupportForWP customer portal, designated support email, or another accepted written method before the scheduled billing anniversary.

A timely cancellation will ordinarily become effective at the end of the current paid service period. SupportForWP will not initiate another subscription renewal following receipt of a timely cancellation request.

Fees for the current paid service period are subject to the refund provisions of Section 12.3.

12.2 Annual Subscriptions

Annual subscriptions are prepaid for a twelve-month service period and automatically renew for successive twelve-month periods unless canceled or otherwise terminated in accordance with this Agreement.

The Customer may decline renewal by providing written notice at least 30 calendar days before the applicable annual renewal date.

SupportForWP will send an annual renewal reminder to the Customer's designated administrative email address at least 60 calendar days before the scheduled renewal date.

The reminder will identify:

- The scheduled annual renewal date.
- The deadline for submitting a nonrenewal request.
- The applicable renewal subscription fee, including any announced pricing changes.
- The method for submitting a nonrenewal request.

- Where applicable, a reference to the controlling service agreement and renewal terms.

If SupportForWP fails to provide the required advance reminder, the Customer may submit a nonrenewal request up to the renewal date without being subject to the standard 30-day advance-notice requirement.

If the renewal occurs without the required advance reminder, the Customer may cancel the renewal within 30 calendar days after the renewal date and receive a prorated refund of the unused renewal service period in accordance with Section 12.3.

Renewal reminders and customer nonrenewal requests will be retained in the Customer's agreement record.

Nothing in this section limits any additional notice, disclosure, or cancellation rights required by applicable law. Annual renewal price changes are additionally governed by Section 2.6. An annual price increase will not become effective for an upcoming renewal unless the required advance pricing notice has been provided or the Customer has affirmatively accepted the revised price. Where notice of a proposed price increase is provided after the ordinary nonrenewal deadline, the Customer retains the additional nonrenewal rights established in Section 2.6.

12.3 Refunds

12.3.1 Setup Fees

Setup fees are generally nonrefundable after onboarding work begins, except where otherwise expressly provided in this Agreement, including Section 3.6, or required by applicable law.

12.3.2 Customer-Initiated Cancellation

Monthly subscription fees are generally not prorated or refunded when the Customer voluntarily cancels service during an active, prepaid billing period. Service will ordinarily continue through the end of that period, subject to applicable termination provisions.

Annual prepaid subscription fees are generally nonrefundable following activation when the Customer voluntarily cancels before the end of the applicable annual term, except where otherwise expressly provided in this Agreement, mutually agreed in writing, or required by applicable law.

12.3.3 SupportForWP-Initiated Termination Without Customer Breach

If SupportForWP terminates an active subscription for business, operational, or other reasons not resulting from a Customer breach of this Agreement, SupportForWP will refund the unused portion of prepaid recurring subscription fees attributable to the period following the effective termination date.

The refund will be calculated proportionally based on the number of unused calendar days remaining in the prepaid subscription period.

Nonrefundable setup fees, completed and authorized professional services, and separately approved third-party charges are excluded from this calculation, except where otherwise required by this Agreement or applicable law.

12.3.4 Termination Resulting From SupportForWP Breach

If the Customer terminates this Agreement following SupportForWP's uncured material breach in accordance with Section 12.4, the Customer will receive a prorated refund of unused prepaid recurring subscription fees.

This provision does not eliminate any other remedy expressly available under this Agreement or applicable law.

12.3.5 Termination Resulting From Customer Breach

If SupportForWP terminates service because of the Customer's material breach, unpaid obligations, unlawful activity, or other conduct constituting grounds for termination under this Agreement, prepaid fees are generally nonrefundable except where required by applicable law or expressly agreed otherwise.

12.3.6 Unsuccessful Onboarding

Refunds relating to services that have not been activated will be governed by Section 3.6.

12.3.7 Calculation and Processing

Any applicable prorated subscription refund will be calculated using the prepaid subscription amount attributable to the affected service period and the number of unused calendar days remaining after the effective termination date.

SupportForWP will calculate and initiate processing of any refund due under this Agreement within 15 business days following the effective termination date or other event establishing the Customer's right to the refund.

If additional information, a payment-processing restriction, or another circumstance outside SupportForWP's reasonable control prevents processing within that period, SupportForWP will notify the Customer of the reason for the delay and process the refund as soon as reasonably practicable, subject to applicable law.

Refunds will ordinarily be issued to the original payment method. Actual receipt of funds may depend on the Customer's financial institution or payment processor.

Duplicate payments, erroneous charges, and billing adjustments will be corrected promptly.

Nothing in this section authorizes withholding or delaying refunds required by applicable law.

12.4 Termination and Suspension

12.4.1 Termination for Material Breach

Either party may terminate this Agreement if the other party materially breaches its obligations and fails to correct the breach within 30 calendar days following receipt of written notice describing the breach and the action reasonably required to correct it.

If a breach cannot reasonably be fully corrected within 30 calendar days, the parties may agree in writing to a reasonable extension where corrective action has begun and is being diligently pursued.

A cure period is not required where the breach is incapable of cure or immediate action is otherwise permitted by this Agreement or applicable law.

12.4.2 SupportForWP Termination Without Customer Breach

SupportForWP may terminate an active subscription for business, operational, capacity, or other legitimate reasons not resulting from Customer breach by providing at least 30 calendar days' advance written notice.

SupportForWP will continue providing the contracted services during the notice period, subject to the Customer's continued compliance with this Agreement and any legally necessary protective measures.

Where SupportForWP terminates without Customer breach, unused prepaid subscription fees will be refunded in accordance with Section 12.3.3.

SupportForWP will provide reasonable standard offboarding assistance as described in Sections 12.5 through 12.7.

12.4.3 Nonpayment

Suspension and termination resulting from nonpayment are governed by the notice requirements and time periods established in Section 2.4.

12.4.4 Security, Unlawful Activity, and Material Risk

SupportForWP may immediately suspend affected services, restrict access, or take other proportionate protective action where reasonably necessary to address an imminent security threat, unlawful activity, or material operational risk.

SupportForWP may terminate affected services without the ordinary cure period where continued service would be unlawful, would present an imminent material risk that cannot reasonably be controlled through lesser measures, or where immediate termination is otherwise permitted by applicable law.

SupportForWP will provide written notice of material suspension or termination actions as soon as reasonably practicable, except where prohibited by law or where notice would materially increase the relevant security risk.

12.4.5 Effect of Termination

Termination does not eliminate payment obligations properly incurred before the effective termination date.

Applicable refund, offboarding, confidentiality, data-protection, ownership, liability, and other provisions intended to survive termination will continue according to their terms and applicable law.

12.5 Offboarding

Following receipt of a valid termination or nonrenewal notice, or following termination of the Agreement, SupportForWP will, upon receipt of a request from an authorized Customer representative, prepare and make available a reasonably current standard WordPress website export within ten business days, provided the necessary systems and information remain accessible.

A standard export will include, to the extent technically available and legally transferable:

- The website's WordPress database.
- Customer-owned website content and media.
- Available theme and plugin files.
- Other Customer-owned website files reasonably necessary for migration.
- Relevant managed DNS configuration information.
- Reasonably available configuration information necessary to support transition.

The export does not include SupportForWP's proprietary internal tools, automation systems, service-management configurations, credentials that cannot be safely transferred, or third-party materials that SupportForWP is not legally authorized to distribute.

SupportForWP will identify material known exclusions or limitations affecting the export.

A valid export request must be submitted before the end of the transition period established in Section 12.7.

Standard export preparation is included. Additional migration and transition services are governed by Section 12.6.

12.6 Transition Assistance

Standard export preparation is included.

Destination-hosting troubleshooting, custom data conversion, migration labor, registrar changes, DNS cutover, and other transition projects are separately billable.

12.7 Retention Following Termination

The standard transition period is 30 business days following the effective termination date, subject to applicable law, security requirements, and infrastructure availability.

During this period, SupportForWP will use commercially reasonable efforts to preserve the Customer-owned information reasonably necessary for standard offboarding, subject to the terms of this Agreement.

If the Customer submits a valid export request before the transition period expires, SupportForWP will preserve the information reasonably necessary to fulfill that request until the export has been prepared and made available, even if fulfillment extends beyond the ordinary transition period.

The Customer will be provided at least ten business days following notification that the export is available to retrieve the export package, unless a shorter period is required by law or unavoidable infrastructure or security restrictions.

After the applicable transition and export-access periods have expired, hosted copies and related service data may be deleted in accordance with SupportForWP's applicable retention and security policies.

Provider-managed backups may remain temporarily until their ordinary retention periods expire, subject to applicable law and the underlying hosting provider's capabilities.

SupportForWP is not required to retain expired hosting services or infrastructure indefinitely but will take commercially reasonable steps to preserve an authorized export that was timely requested.

The transition period provides for preservation and retrieval of Customer information and does not, by itself, guarantee continued operation of the production website following the effective termination date.

12.8 Outstanding Obligations

Amounts properly owed remain payable following termination.

Nothing in this Agreement authorizes unlawful withholding, destruction, or disclosure of Customer data.

13. Ownership, Confidentiality, and Privacy

13.1 Customer Property

The Customer retains ownership of its website content, media, domains, client-owned code, and client-owned data, subject to applicable third-party licenses.

13.2 SupportForWP Property

SupportForWP retains ownership of its internal tools, operational methods, scripts, automation, templates, monitoring systems, portal software, service configurations, and proprietary procedures.

13.3 Confidentiality

Both parties will use commercially reasonable safeguards to protect confidential business, technical, financial, operational, and other nonpublic information obtained through the service relationship.

Confidential information may be used only as reasonably necessary to perform or receive the contracted services, administer the business relationship, or fulfill applicable legal obligations.

Confidential information does not include information that becomes publicly available without breach of this Agreement, was lawfully known before disclosure, is independently developed without using the other party's confidential information, or is lawfully obtained from another source without confidentiality restrictions.

Confidential information may be disclosed to authorized employees, contractors, service providers, or professional advisers who have a legitimate need to know and are subject to appropriate confidentiality obligations.

Disclosure required by law is permitted, subject to legally applicable safeguards and notice requirements.

The parties' general confidentiality obligations will continue for three years following termination of this Agreement.

Obligations concerning trade secrets will continue for as long as the information remains legally protected as a trade secret. Obligations concerning personal information, authentication credentials, and other legally protected information will continue for as long as required by applicable law or binding confidentiality obligations.

Termination does not authorize either party to disclose or misuse confidential information belonging to the other party.

13.4 Data Protection

SupportForWP will implement commercially reasonable administrative, technical, and organizational safeguards appropriate to the contracted services and the information reasonably expected to be accessible through those services.

The Customer remains responsible for determining the lawful purposes and legal basis for collecting, processing, retaining, and disclosing personal information through its website.

SupportForWP remains responsible for data-protection obligations independently imposed upon it by applicable law.

Where the services involve personal information subject to additional contractual or regulatory processing requirements, the parties will execute any applicable data-processing agreement, subprocessor terms, or other necessary written arrangements before the relevant processing begins, where required by law.

The Customer must disclose material regulatory, security, or data-handling requirements during the eligibility and onboarding process so that SupportForWP can evaluate whether the requested services are appropriate.

SupportForWP may decline services involving data-protection requirements that exceed the capabilities, authorizations, or risk parameters of the selected plan.

Security incidents and related notifications are governed by Section 6.

Nothing in this Agreement transfers the Customer's ownership of Customer-owned information to SupportForWP or eliminates either party's independent legal obligations.

14. Warranties and Limitations

14.1 Professional Services

SupportForWP will deliver contracted services using commercially reasonable professional care.

14.2 No Absolute Guarantee

No WordPress website, hosting platform, monitoring solution, security product, or backup system can guarantee uninterrupted availability, complete security, error-free performance, or complete data recovery.

SupportForWP does not guarantee detection or prevention of every vulnerability, intrusion, failure, or data-loss event.

14.3 Limitation of Liability

To the maximum extent permitted by applicable law, SupportForWP's aggregate contractual liability arising from the provision of affected services under this Agreement will not exceed the equivalent of six months of the recurring subscription fees applicable to those affected services at the time of the event giving rise to the claim.

For purposes of this calculation, annual prepaid subscription fees will be converted to their equivalent monthly rate. The limitation is based on the contracted value of the affected services and does not depend upon the dates on which subscription payments were collected.

For claims arising directly from separately authorized professional services, the applicable limitation will additionally include the fees paid or payable for the specific professional services giving rise to the claim.

Related claims arising from the same event or series of related events will be treated together for purposes of the aggregate liability limit.

To the maximum extent permitted by applicable law, neither party will be liable to the other for indirect, incidental, special, consequential, or punitive damages, including lost profits or lost business opportunities, except where such exclusions are prohibited by law or expressly modified by a mutually accepted written agreement.

Nothing in this section limits liability that cannot lawfully be limited, including liability arising from fraud, intentional misconduct, or other obligations that applicable law prohibits the parties from excluding or restricting.

Any specifically negotiated liability exceptions must be documented in an accepted written amendment or Order Form.

14.4 Indemnification

14.4.1 Customer Indemnification

Subject to applicable law and the limitations established in this Agreement, the Customer will defend and indemnify SupportForWP against third-party claims arising from:

- Customer-owned or Customer-provided website content that unlawfully infringes another party's intellectual-property rights.
- The Customer's unlawful use of the website or contracted services.
- Material violations of applicable law resulting from activities under the Customer's control.

This obligation does not apply to the extent a claim results from SupportForWP's independent wrongful conduct or failure to perform its own contractual or legal obligations.

14.4.2 SupportForWP Indemnification

Subject to applicable law and the limitations established in this Agreement, SupportForWP will defend and indemnify the Customer against third-party claims alleging that proprietary software or original work product developed and supplied directly by SupportForWP under an accepted agreement infringes a third party's United States intellectual-property rights.

This obligation does not extend to Customer-provided content, Customer-owned code, third-party WordPress software, independently licensed products, unauthorized modifications, or combinations not supplied or authorized by SupportForWP.

14.4.3 Indemnification Procedures

A party seeking indemnification will:

1. Provide reasonably prompt written notice of the claim.
2. Permit the indemnifying party to control the defense and settlement of the claim, subject to reasonable protections for the indemnified party.
3. Provide reasonable cooperation at the indemnifying party's expense.

A settlement may not impose nonmonetary obligations, an admission of wrongdoing, or unreimbursed liability on the indemnified party without its written consent, which will not be unreasonably withheld.

Failure to provide prompt notice will reduce the indemnifying party's obligations only to the extent materially prejudiced by the delay.

14.4.4 Limitations

Indemnification obligations are subject to Section 14.3 except to the extent otherwise expressly agreed in writing or required by applicable law.

Nothing in this section establishes a duty to indemnify against claims unrelated to the expressly identified circumstances.

14.5 Force Majeure

Neither party will be liable for a failure or delay in performing its contractual obligations to the extent directly caused by circumstances beyond its reasonable control, including natural disasters, widespread infrastructure failures, governmental restrictions, war, civil disturbances, or comparable extraordinary events.

The affected party must provide notice as soon as reasonably practicable, use commercially reasonable efforts to minimize the disruption, and resume performance when the circumstances permit.

A force-majeure event does not excuse payment obligations already incurred for services properly provided before the event.

If a qualifying event materially prevents performance of the contracted services for more than 30 consecutive calendar days, either party may terminate the affected services through written notice.

Where termination occurs under this section without Customer breach, unused prepaid subscription fees will be refunded in accordance with Section 12.3.3.

Nothing in this section limits obligations that cannot be suspended or excluded under applicable law.

15. Governing Law and Disputes

15.1 Governing Law

This Agreement will be governed by and interpreted in accordance with the laws of the State of Washington, without regard to its conflict-of-law principles, except where applicable law requires otherwise.

15.2 Good-Faith Dispute Resolution

Before initiating formal legal proceedings, the parties will make reasonable good-faith efforts to resolve disputes concerning this Agreement.

A party seeking resolution will provide written notice describing the dispute and the relief requested.

The parties will have 30 calendar days following receipt of the notice to attempt a mutually acceptable resolution, unless they agree to extend that period.

Nothing in this provision prevents either party from seeking immediate legal relief when reasonably necessary to protect confidential information, intellectual property, security interests, or other rights requiring urgent protection.

15.3 Jurisdiction and Venue

Subject to applicable law, disputes not resolved through the process above may be brought before a court of competent jurisdiction located in or serving King County, Washington.

Each party consents to the jurisdiction of those courts for disputes arising from this Agreement, subject to limitations imposed by applicable law.

15.4 Legal Fees and Costs

Unless otherwise required by applicable law or expressly agreed in writing, each party will bear its own legal fees and expenses incurred in connection with a dispute.

Court costs and any legally recoverable fees remain subject to applicable law and the determination of the court.

15.5 Formal Notices

Formal notices under this Agreement must be provided in writing using the designated legal-notice email addresses or business mailing addresses maintained in the accepted Order Form or agreement record.

Electronic notices are effective upon confirmed delivery or acknowledgment, subject to applicable law. Notices sent through a trackable physical-delivery method are effective upon documented receipt or another legally recognized delivery event.

The parties are responsible for keeping their designated notice information current.

Ordinary support requests, billing communications, and operational notifications may continue to use the communication methods otherwise established in this Agreement.

16. Managed Enterprise

Managed Enterprise is a custom-managed service for websites or organizational requirements that do not fit the standard plans.

An Enterprise Order Form may specify:

- Custom hosting infrastructure.
- Enhanced monitoring.
- Daily or more frequent operational reviews.
- Additionally supported websites.
- Extended support availability.
- Negotiated response targets.
- Custom backup and retention terms.
- Defined recovery objectives.
- Additional security requirements.
- Dedicated service-management arrangements.
- Other negotiated services.

Unless expressly modified in a signed Order Form, the general terms of this SLA apply to Managed Enterprise.

17. Contract Administration

SupportForWP maintains version-controlled service agreements and related customer service records.

The Customer's agreement record will include, as applicable:

- Accepted SLA version and acceptance date.
- Accepted Order Form and purchased service level.
- Agreed pricing and billing frequency.
- Hosting resources and applicable service allocations.
- Authorized Customer representatives.
- Designated administrative, security, escalation, and legal-notice contacts.
- Onboarding Start Date and Onboarding Ready Date.
- Service Activation Date and Subscription Commencement Date.
- Billing anniversary and renewal date.
- Annual renewal notices and nonrenewal requests.
- Accepted rate schedules, work orders, and spending authorizations.
- Material contract amendments.
- Service suspension and termination records.
- Applicable refund and offboarding records.

Records may be maintained using the SupportForWP customer portal, payment-processing systems, service-management applications, electronic agreement systems, or other designated business records.

The controlling Agreement will not be replaced merely because a newer version is published online.

Changes requiring Customer consent become effective only when the applicable acceptance requirements have been satisfied.

Agreement records will be retained in accordance with applicable law, contractual obligations, and SupportForWP's document-retention procedures.

Nothing in this section grants the Customer unrestricted access to SupportForWP's proprietary operational records, security systems, or confidential internal business information.

END OF AGREEMENT

SupportForWP - Automated by default. Accountable by design.