SERVICE PACK RATES

30 hrs	$2400	Discounted to $80/hr
20 hrs	$1700	Discounted to $85/hr
10 hrs	$950	Discounted to $95/hr

Note: Service Pack rates are discounted from regular base rate of $130/hr.

Terms & Conditions

Reporting All service hours are tracked, recorded, and reported each month.

Priority Service All work is booked in to our work queue so we do need all relevant content, files and detailed requirements in advance so we're ready to begin when you need the work performed. For larger needs over 5 hrs of time, the project timeline will be dependent upon our availability, on a case by case basis.

Long Expiration. Client has twelve (12) months from the start of a service pack to use the hours. There will be no refunds for unused hours. We update you every month with number of hours left so you'll always know what's left to use.

Payment All TimeBlocks are paid in full prior to initiating usage.

Additional Hours Near the end of a service pack, if a project in progress exceeds the service packs hours, the Client may renew and start a new service pack, or pay the same service pack rate for up to 2 additional hours of time. If Additional Hours are estimated to be more than 2 hours, then a new Service pack will be recommended, as standard rates will apply to time needed beyond those 5 hours.

Emergency work Emergency work or rush jobs attract a 50% loading fee so we're able to allocate additional resources to start within a 24 hour window.

- Note: Service Packs do not include non-service fees such as software licenses, plugins and printing. Expenses for materials (i.e. stock photos or printing) are additional to Time Block hours and will be invoiced separately, with prior client approval

MONTHLY RETAINER

If your need is ongoing then we recommend another approach of a monthly retainer to allocated dedicated resource to you on an ongoing basis. We offer deeper discounted rates for retainer and a minimum 3-month commitment of time is required. Hours are tracked, recorded, and reported the same as Service Packs

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SERVICE PACKS AND RETAINERS

How Service Packs Work

Service Packs are pre paid packs of hours at a discounted rate. The packs are cost effective and efficient for ongoing projects and ad-hoc needs.

ServicePacks are popular with our clients for 5 reasons:

1. Deep Discounts

You receive our best in exchange for your trust in our consulting work. For the largest blocks of time purchased, the savings approach 60% off standard rates.
Also for smaller jobs you are charged up to the minute - rather than up to the hour on our standard hourly rate.

2. Priority Service

Your position in our work queue receives top priority focus and new work can be scheduled in quickly.

3. Flexibility

You can use the Service Packs for anything you need, from simple website updates up to high level strategic advice.

4. Long Expiration Date

The discounted pricing on consulting time lasts up to 12 months to use any time you want on any thing you want.

5. Monthly Reports

All TimeBlock hours are tracked, recorded, and reported each month. You see exactly how your investment is being utilised.

If the need for our consulting services is ongoing, we recommend considering a Monthly Retainer approach for deeper discounts than with TimeBlocks, see info below

SERVICES OFFERED

Including but not limited to:

Graphic Design
Website Review & Recommendations
WordPress Training
Custom web design work
Site wide trouble shooting
Strategy Consulting
Print Collateral Design
Advertising Design: Print & Online
Creative Direction & Execution
Ecommerce Optimisation
Email Campaigns
Strategic Brand Development
Website Design & Development
WordPress Maintenance
Plug-in Updates
Website Security Hardening
Information Architecture
Website Speed Optimisation
Advanced SEO & Web Analytics
PPC Campaign Management
Content Strategy & Creation
Miscellaneous Website Fixes
Signs & Event Space design
Stock Photography Sourcing
Social Media Strategy & Branding