

Service Packs

Service Packs are pre-paid hours purchased in advance at a discounted rate. The packs are cost effective and efficient for ongoing website updates and ad-hoc needs.

webwise

Service Packs are popular with our clients for 4 reasons:

1

BIG DISCOUNTS

Discounted rates, Charged by the minute rather than by the hour.

2

PRIORITY SERVICE

You receive high priority focus. New work can be scheduled in quickly.

3

LONG EXPIRY

Discounted pricing on service packs lasts up to 12 months. Use any time you want.

4

REPORTING

Service pack hours are tracked, recorded, and reported each pack.

Services Offered

Graphic Design
Creative Direction
Wordpress Training
Custom Development
Web Trouble Shooting & Fixes

User Experience Design
Image Research
Photo Re-touching
Animations
Software Updates

Digital Design
Image Research
Speed Optimisation
Social Branding
Email Templates

Price

Hourly Discount

10 hours for \$1150

\$115/hr

20 hours for \$2200

\$110/hr

30 hours for \$3000

\$100/hr

Note: Service Pack rates do not include GST and are discounted from regular base rate of \$130/hr.

Contact Us Today and Save

 info@webwise.com.au

 webwise.com.au

 [@sydneywebwise](https://www.instagram.com/sydneywebwise)

Terms & Conditions

Reporting

All service hours are tracked, recorded, and reported at the end of each pack.

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 Service Packs 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 and will be invoiced separately, with prior client approval.

Service packs do not include new website builds or projects in excess of 30hrs.