STARCRESC™

ADDENDUM FOR WEB PROJECTS

ADDENDUM I: WEB

TECHNICAL SPECS

We adhere to modern industry standards. We test our work in current versions of major browsers and also have access to simulated environments with different screen widths and device combinations. However, we cannot test every use scenario and we cannot support older browsers while still providing the innovative and beautiful websites that we strive to create. Users of old browsers and operating systems have been advised to upgrade for new features and security concerns. Should specific support of an older browser or operating system be required, it must be mentioned in the initial scope of the project and will affect the quality of project we can provide.

GOING LIVE

The final step for releasing a website (called "Go Live") consists of a number of important steps that must be followed in sequence. As such, we require a few days' notice to ensure everything will be ready. Additionally, there are some unavoidable and unforeseeable delays that may occur; temporary email outages, nameserver or DNS issues, domain transfers, and propagation time across the web which should all be anticipated as possibilities.

TRAINING

If desired, we will sit with your team and go over the websites' functionality and the processes to manage and update the website. You will be given a login for the website which must be kept secure as it gives anyone access to modify or change the website from this point forward. We will also provide places to go for additional documentation and go over other particulars of the website.

This meeting should be fairly fast-paced and should not take more than one (1) hour, after which time we will invoice you for our consulting fee.

CUSTOM DEVELOPMENT

We're not a custom development company so we don't offer custom development in-house. Our team will work with 3rd parties to get issues resolved, but in the end do not have full control over all of the solutions we provide. We work only with well-established companies and products whose commitment to quality and innovation matches our own.

WEBHOSTING

We're not a website hosting company so we don't offer support for website hosting, email, or other services relating to hosting. Our professionally-managed server is located in a state-of-the-art east coast datacenter in Baltimore, Maryland with multiple levels of protection of the physical hardware. This means that in the event of an issue we will work on your behalf to get things resolved, but in the end do not have control over the physical server hardware in cases of emergency. It is a provider that we have worked with reliably for many years who has around-the-clock, knowledgeable support, monitoring, and a commitment to the security of its customers' data.

ADDITIONAL COSTS

There are some additional costs to owning a website. You should be aware of (1) all website domain names need to be renewed annually, (2) many websites require an SSL which provides data encryption and must be renewed every year, (3) a website must be stored or hosted somewhere which is generally billed monthly or yearly, (4) in order to take payments, most payment processors will charge a fee which may be taken per transaction, monthly, or may accompany a standard fee, (5) any other associated fees.

Unless otherwise noted, Starcresc is not responsible for any of these services or any associated fees, non-payment of which may cause your website to cease functioning.