

# HustleWave — Service Agreement

This Service Agreement outlines what you can expect when working with HustleWave. It is meant to clearly explain the service, process, and expectations on both sides.

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## 1. Parties

This agreement is between **HustleWave** ("Provider") and ("Client").

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## 2. Service Overview

HustleWave provides website design, build, launch, and ongoing website management services for service-based businesses.

As part of the process, HustleWave may create a preview or demo version of a website before payment so the Client can review the general direction, structure, and presentation of the proposed site.

Payment is only required if the Client decides to move forward after seeing the demo or preview.

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## 3. One-Time Website Build

If the Client chooses to move forward, the one-time website build includes:

- Custom website build
- Mobile-optimized design
- Conversion-focused layout
- Service-based copywriting
- Core pages such as Home, Services, About, and Contact
- Contact form and click-to-call setup
- Basic SEO structure
- Domain and hosting setup assistance
- Launch of the completed site
- One round of revisions

The exact page count, sections, and content may vary depending on the Client's business and needs.

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## 4. Monthly Care Plan

After launch, the monthly care plan includes:

- Hosting and site management
- Ongoing maintenance
- Small content updates such as text, image, or business info changes
- Basic support when needed
- Uptime monitoring
- Minor ongoing improvements

Monthly billing begins **30 days after website launch** unless otherwise agreed.

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## 5. Pricing

The Client agrees to the following pricing unless otherwise stated in writing:

- **Website Build:** \ \$997 one-time
- **Monthly Care Plan:** \ \$100 per month

Any additional services outside the agreed scope may require an additional fee.

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## 6. Payment Terms

- No payment is required to view the preview or demo.
  - If the Client chooses to move forward, payment must be made before the full build, final revisions, and launch process continue.
  - Monthly billing begins right before launch.
  - If a monthly payment is missed or unpaid, HustleWave may pause support, updates, or hosting-related services until payment is resolved.
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## 7. Revisions

The one-time website build includes **one round of revisions**.

A revision round means reasonable edits to existing content, layout, or sections based on the original scope.

Additional revision rounds, larger design changes, new pages, major restructuring, or added features may require an additional fee.

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## 8. Client Responsibilities

To complete the website, the Client may need to provide information such as:

- Business name and contact information
- Services offered
- Service area or locations served
- Existing branding, images, or logos if available
- Requested wording, offers, or business details

The Client is responsible for making sure all provided information is accurate and approved for use.

Delays in sending needed information, approvals, or feedback may delay the project timeline.

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## 9. Timeline

Most websites are completed within **24 to 72 hours** after HustleWave has received the required information and the Client has officially moved forward.

This timeline is an estimate, not a guarantee, and may be affected by delayed communication, missing information, revision requests, or technical issues.

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## 10. Ownership and Access

The website is managed and hosted by HustleWave under the monthly care plan.

If the Client cancels the monthly plan, the Client may request an export or copy of the website if reasonably available.

Ongoing hosting, support, maintenance, and management are only included while the monthly care plan remains active.

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## 11. Monthly Plan Terms

The monthly care plan is what keeps the website live, maintained, and supported.

The Client may cancel the monthly plan at any time by giving notice.

If the monthly plan is canceled:

- Hosting and support will stop
- Ongoing maintenance and updates will stop

- The website may be taken offline unless the Client requests an export or copy

Any migration, transfer, or setup work related to moving the website elsewhere may require an additional fee.

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## 12. Scope Boundaries

The monthly care plan includes **small updates only**.

Examples of small updates may include:

- Text edits
- Image swaps
- Hours updates
- Contact information changes
- Minor section edits

The following are not included unless agreed separately:

- Full redesigns
  - New page builds beyond the original scope
  - Advanced SEO work
  - Branding or logo design
  - Custom software or feature development
  - Major structural changes to the website
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## 13. Results Disclaimer

HustleWave builds websites designed to improve presentation, user experience, and conversion potential.

However, HustleWave does **not guarantee** any specific business results, including but not limited to calls, leads, bookings, rankings, or revenue.

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## 14. Third-Party Tools and Platforms

HustleWave may use third-party tools, platforms, hosting services, builders, domains, integrations, or software to provide the service.

HustleWave is not responsible for outages, limitations, policy changes, or issues caused by third-party services.

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## 15. Limitation of Responsibility

HustleWave will make a good-faith effort to provide the agreed service professionally and reliably.

However, HustleWave is not responsible for losses, damages, missed opportunities, business interruption, platform outages, or technical issues beyond reasonable control.

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## 16. Refunds

Because time and work are committed once the Client approves moving forward, payments are generally **non-refundable once work has started after payment.**

If there is a serious issue, both sides agree to communicate first and attempt a fair resolution.

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## 17. Communication

Communication will be handled through the agreed method, such as email, phone, text, or another approved platform.

The Client agrees to respond in a reasonably timely manner to keep the project moving.

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## 18. Agreement Acceptance

By making payment and moving forward with the service, the Client acknowledges that they have read and agreed to this Service Agreement.