



Ashford Web Services
Web Design | eCommerce | WordPress

Website Editing Policy (for Customers)

Introduction

This policy, tailored for Ashford Web Services, is a directive pertaining to Gary Friend, operating as a Sole Trader. It seeks to illuminate the responsibilities and expectations of customers who intend to independently modify their WordPress websites. As a WordPress developer, I am steadfast in my commitment to delivering aid and reinforcement to guarantee the seamless functionality of your website. Nevertheless, it is imperative to institute precise guidelines to shield both parties from potential missteps and challenges that may emerge during self-editing endeavours.

Customer Responsibilities

- 1. User Account:** Customers are responsible for any actions taken under their WordPress user account. This includes creating, modifying, or deleting content, plugins, themes, or any other website elements. It is crucial to maintain the security of your login credentials and ensure they are not shared with unauthorized users.
- 2. Regular Backups:** Customers are encouraged to perform regular backups of their website before making any significant changes. This will help mitigate potential data loss in case of errors.
- 3. Understanding:** It is highly recommended that anyone intending to use a WordPress website undergo sufficient WordPress training to ensure they have a good grasp of the platform and its potential consequences. As such, Customers should exercise caution and consider the potential consequences of their actions before making any changes. Customers should acknowledge when they are using the WordPress platform without formal training.

Developer's Commitment

I, as the WordPress developer, am committed to providing assistance and support under the following terms:

- 1. Hourly Support:** I am available to look into and attempt to repair or recover your website on an hourly basis at a rate of £40 per hour. This fee is applicable only when assistance is needed due to customer-initiated changes or hacking-related issues which may have arisen.

2. Response Time: I will make every effort to respond to your requests promptly and address any issues as quickly as possible. Response times may vary depending on the complexity of the issue and my current workload.

Limitations

It is important to note that while I will make every reasonable effort to assist customers in rectifying errors, I cannot guarantee a complete restoration in all cases. There may be instances where data loss or complications are irreparable.

Indemnification

Customers agree to indemnify and hold me harmless from any claims, damages, or losses arising from their actions on the website. This includes but is not limited to errors, data loss, or disruptions caused by customer-initiated or hacking-related changes.

Final Thoughts

This policy aims to promote responsible website management while safeguarding both the customer's interests and the developer's commitments. By adhering to these guidelines, we can ensure a smoother and more productive experience in maintaining your WordPress website.