

Website Services Agreement (Sample)

Between Local Launch LLC, a Florida limited liability company ("Local Launch") and the Client identified at signing.

1. Services

Local Launch will design, build, and host a small-business website per the scope confirmed in writing (the "Scope"), and provide ongoing monthly support per the selected plan.

2. Fees

Setup fee payable at signing (reserves a build slot). Annual support: 12 months of monthly support, paid as one upfront annual payment. Overage: extra work beyond plan scope billed at \$150/hour. Rush launch (optional): \$750 add-on for ≤ 7-day launch. Pass-through: domain, hosting, mailbox, and similar costs billed at cost.

3. Renewal

Annual support auto-renews for an additional 12-month term at the same rate unless either party provides written non-renewal notice at least 30 days before the renewal date.

4. Late payment

If an invoice is not paid by its due date, Local Launch may suspend services and take the website offline until the balance is paid. Reasonable notice will be given when practical.

5. Ownership

Client owns all content, copy, photos, logos, and brand assets, and the registered domain name. Local Launch retains ownership of the underlying website build (templates, code, design system, and configuration), which is operated as part of the ongoing service. On termination, Local Launch will export Client content and assist a reasonable transition.

6. Refunds

Setup is refundable (less processing fees) only if cancelled before substantive work begins. Once work has begun, setup is non-refundable. Annual support payments are non-refundable once the term begins, except as provided in the Service Guarantee below.

7. Confidentiality

Each party will protect the other's non-public information and use it only to perform under this Agreement.

8. Warranties and liability

Services are provided "as is." Local Launch's aggregate liability is limited to amounts paid by Client in the 12 months preceding the claim.

9. Governing law

This Agreement is governed by the laws of the State of Florida. Exclusive venue is the state or federal courts in Florida.

10. Entire agreement

This Agreement, together with the written Scope and any signed order forms, is the entire agreement between the parties and supersedes prior discussions.

11. Service guarantee

Pre-launch kill switch: Client may cancel at any time before site launch and receive a full refund of annual support; setup is non-refundable once design begins. **Uptime & response SLA:** Local Launch commits to 99.5% monthly uptime and response to any support request within 2 business days. If either is missed in a given calendar month, Client's next month of support is credited automatically. Scheduled maintenance and third-party outages are excluded.

This document is a sample for review only. The signed engagement controls if anything conflicts.