Maintenance agreement outline

The sections a solid website maintenance agreement covers, with numbers where they belong. An outline, not legal advice.

Copy, adapt and send. Replace anything in [brackets] with your own details.

READ THIS FIRST

This outline helps you plan an agreement. It is not legal advice and not a contract. Have a lawyer licensed where you work draft or review the final version.

SCOPE

- ☐ Parties, start date, term, renewal terms, and the sites covered, by address.
- ☐ Included: updates, backups, uptime monitoring, security scans, [X] support hours a month.
- ☐ Excluded: redesigns, new features, content entry, third-party outages, client-made breakage.
- ☐ Unused hours: roll over [up to X] or expire monthly.

SERVICE LEVELS

- ☐ Response times as numbers: site down within [X] hours, normal requests within [X] business days.
- ☐ Working hours and time zone. How after-hours emergencies are raised and billed.
- ☐ Updates: how often, tested on staging first, and rollback if one breaks the site.
- ☐ Backups: frequency, retention, storage location, who restores, restores included.
- ☐ Security incidents: cleanup included or billed, and who notifies whom.

RESPONSIBILITIES

- ☐ Hosting: who holds the account, who pays, who deals with the host.
- ☐ Third-party licenses: who buys and renews them, and who owns them at the end.
- ☐ Client duties: timely approvals, secure logins, no new plugins or host changes without notice.

MONEY AND EXIT

- ☐ Fees, billing date, late fees, and notice required for price changes.
- ☐ Price each tier from your real costs with the care plan calculator (/design-field-kit/care-plan-calculator/) and show clients the choices with the care plan tier sheet (/client-survival-kit/care-plan-tier-sheet/), both on webdesignsurvivalist.com.
- ☐ Extra work: hourly rate, approved in writing before it starts.
- ☐ Termination: notice period, ending for cause, and what happens to prepaid fees.
- ☐ Handover: logins, latest backup, license transfers, and a deadline to complete it.
- ☐ Limitation of liability, indemnity, governing law: [for your lawyer to draft].