

NA Web Services – Terms of Service

Effective Date: Upon checkbox acceptance at checkout

These Terms of Service (“Agreement”) are entered into by and between **NA Web Services** (“Provider,” “we,” “us”) and you (“Client”) and govern all website-related services provided by NA Web Services.

1. Scope of Services

NA Web Services provides professional website-related services, which may include:

- Website design and development
- Website deployment and launch
- Ongoing website hosting and maintenance
- Performance, security, and reliability management

Specific deliverables, pricing, and timelines are defined at checkout, via invoice, or in written communication prior to service delivery.

2. Setup Fees

Website setup fees (if applicable) are **one-time charges** determined at the time of purchase or agreement and may vary depending on project scope and requirements.

Setup fees are **non-refundable** once work has commenced.

3. Hosting & Maintenance (Required)

All websites built and delivered by NA Web Services require enrollment in our **Hosting**

& Maintenance plan, billed at **\$49 per month**.

Mandatory Term

- Hosting & Maintenance is **required for a minimum of twelve (12) months** from the date the website goes live.

Hosting & Maintenance Includes

- Website hosting and uptime management
- SSL certificate and security protection
- Performance optimization and monitoring
- Regular backups
- Technical maintenance and updates
- Continued site availability and reliability

NA Web Services maintains the hosting environment to ensure the website remains secure, fast, and operational.

4. Access & Control

Clients may request reasonable content updates (text, images, media) during the hosting term.

Direct access to hosting accounts, servers, DNS, or infrastructure is **not provided during the mandatory 12-month term**, as changes may compromise site stability, security, or performance.

5. Cancellation & Termination

During First 12 Months

- Hosting & Maintenance **cannot be canceled** during the initial 12-month term.
- Early termination does not waive payment obligations.

After 12 Months

- Clients may cancel Hosting & Maintenance with **30 days' written notice**.
 - Upon cancellation, NA Web Services will remove the website from its hosting environment unless otherwise agreed.
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6. Website File Transfer (Optional)

After the initial 12-month hosting term, clients may request a one-time export of their website files for an additional fee.

- File delivery format and scope are determined by NA Web Services
 - Once files are delivered, NA Web Services is no longer responsible for hosting, performance, or functionality
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7. Payment Terms

- All fees are billed in advance and are **non-refundable**
 - Monthly hosting fees are billed automatically
 - Failure to pay may result in suspension or permanent removal of the website
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8. Client Responsibilities

Clients agree to:

- Provide timely content and approvals
 - Avoid unauthorized access, duplication, or interference with hosting systems
 - Maintain copies of any files provided after transfer
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9. Limitation of Liability

NA Web Services is not liable for:

- Indirect or consequential damages
 - Downtime or data loss caused by third-party services
 - Issues arising after website files are transferred or hosting is canceled
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10. Amendments

NA Web Services may update these Terms at any time. Continued use of services constitutes acceptance of updated terms.

11. Contact Information

NA Web Services

nako@nawebservices.com

571-839-1952