

Service Level Agreement

The mission of ValidProfits Consulting is to provide cost-effective, high-quality reliable and growth driven web-development services, based on best practices, that meet the quality requirements of modern web platforms.

1. Objective of the agreement

The purpose of this Service Level Agreement is to describe the key services we provide and the agreed upon quality standards of our service delivery as well as our TERMS and CONDITIONS.

This Agreement sets out:

- The services we provide to clients, modules users and external partners.
- The overall standard we have set for our services.

2. Project work-flow and development stages

Our project managers prepare an individualized plan for each project in accord with the scope of the project and the client's wishes.

All projects include the stages described below.

The stages for a typical project:

- Initial discussion and quotation.
- Specification / Project plan preparation.
- Development.
- Testing / Quality Assurance.
- Uploading to the live server.
- Six-month bug-free warranty period.
- Post-warranty period / professional support.

2.1. Initial discussion and quotation

Upon receiving your request, our sales manager will provide you with an initial project quote or inform you that additional details need to be discussed before a quote can be provided. If the initial quote is accepted, we assign a personal project manager who will be responsible for the project.

2.2. Specification / Project plan preparation

A Project specification is a document that fully describes our vision of the project. This is the most important stage. All work will proceed according to the specification prepared in this stage. The project specification describes all stages of the project, the changes which will be made and the overall scope of the project. You will be provided with the final quote and time frame.

2.3. Development

We have a strong in-house team of certified developers who are experienced in web and app development/design.

If you already have a site, we will work from our development platform or use a sub-directory on your existing host. We perform all work on our development server. Your live site will not be affected.

Our development processes are based on Agile methodology. You will see a real-time, full picture of the project development process in our project management system.

2.4. Testing

We perform internal testing of all implemented functionalities on our site. Then we provide a preview of that work to the client. Any necessary corrections are made according to the client's wishes. Any major new requirements are treated as separate tasks and will be quoted separately.

2.5. Uploading on the live server

When the implemented changes are approved by the client, we upload the changes to the client's server or upload to the client's webhost which we'll purchase in case the client has none.

2.6. Six-month bug-free warranty

Once the changes are uploaded on the server, your 6-month development warranty begins. During this period we fix bugs - if there are any - in our code, at no charge to you.

We have a high degree of confidence in our testing/quality assurance processes. That is why we offer such a unique extended development warranty to all our clients.

The warranty does not include:

- Bugs introduced by 3rd-party extensions or developers.
- Development of new functionality.
- Or errors caused by the client at the backend of the site. (in case of this, a new quote will be prepared to correct the bug)



2.7. Post-warranty period / professional support

If the client wants to implement an additional functionality, after the project is launched, we treat such requests as separate projects. If the client wants to implement small changes directly on the site, within a few days of delivery, that can usually be done under our support service.

2.8. Site / Service Renewal

Our contract with clients usually ends at the end of every 365 days unless for contracts with 2, 3 or more years validity. On or before the contract expiration, clients are required to renew their services with us. A reminder email or call is usually sent 30 days, 14 days and 7 days to the expiration date respectively.

3. Code Quality / Quality Assurance

We have an internal quality assurance process. This means that all code we develop is validated according to the latest standards and best practices of web development.

Our team delivers stable high-quality development products that are tested and built according to web design best practices in performance, security, user interface (UI) and user experience (UX). Our certified front-end developers also follow W3C code standards for HTML/CSS.

4. Client Communications

All client communications will be via our protected project management helpdesk system, email and/or call. We guarantee an answer within one business day to all client messages posted in the helpdesk or sent via email. **We do not guarantee answers via calls as much we do for emails, text, skype, helpdesk system and or Whatsapp except for clients who subscribed to our premium support service.**

5. Payment terms

We require a 25% advance payment before beginning any work. After complete payment, the modifications will be uploaded to the client's server.

For large projects, we can make more graduated payment arrangements. This can be discussed in more detail with the project manager. Payments is made in favour our Company as quoted on the invoice or any other bank details as stated on the invoice.

6. Validprofits Consulting public portfolio and backlink

Unless otherwise specified, we publish completed projects in our public portfolio. We also insert a backlink in the footer of the newly launched website.

Please contact our project manager if you need more details or special publishing terms.

7. Design terms

Design sketches can be provided by the client, or created by our professional designers.

7.1. Supported Browsers

The following browsers will be supported:

- Microsoft IE 7 and above (IE 6 is not supported),
- Mozilla Firefox 4 and above,
- Google Chrome,
- Apple Safari.

For older browsers, the notification 'Please update your browser' will be displayed.

7.2. Mobile Responsiveness

The site will be adapted for virtually any screen resolution from the largest desktop to the latest smartphone.

7.3. W3C HTML / CSS validation

The result code will be validated using W3C validation service. All errors in the code that can be fixed will be fixed.

7.4. Animation

Animation will be achieved using Javascript / jQuery library. Flash will not be used. Flash is not supported by many devices including the Apple iPad and iPhone. Javascript / jQuery animation is 100% mobile and Google / SEO friendly.

8. More Information about our company

We are registered with CAC Nigeria with registration number (**RC: 2532813**) and we are Hubspot Certified Growth Driven Web Design agency.



9. Termination

9.1 In the event that the client does not pay an invoice within 30 days of the due date, i.e. within 44 days of the date of the invoice, then VALIDPROFITS CONSULTING have the right to suspend all further works for that customer until such time as payment is made in full.

9.2 In the event that the client becomes insolvent or goes in to liquidation VALIDPROFITS CONSULTING have the right to immediately terminate their contract with the Client and send the invoice for the full value of project works carried out to that date, plus suspend any email or hosting services.

9.3 In the event that a client “frustrates” the progress of a project contract with VALIDPROFITS CONSULTING then VALIDPROFITS CONSULTING will be entitled to give 14 days written notice to the client of the contract being terminated. If the client does not satisfactorily remedy the cause(s) of the frustration, within the 14 day notice period, then VALIDPROFITS CONSULTING will have the right to terminate the contract finally. **Validprofits Consulting will invoice the Customer for the full value of works carried out to-date and might be forced to pursue legal action for any due unpaid invoice.**

PLEASE NOTE: Working with us means you automatically have accepted our Service Level Agreement.

For more information about us:

- Official Website: <http://www.validprofits.com>
- About us: <http://validprofits.com/about-us>
- Portfolio: <http://validprofits.com/clients>
- Blog: <http://validprofits.com/blog>
- Facebook: <https://facebook.com/ValidProfitsNigeria>
- Twitter: <https://twitter.com/ValidProfits>

Contact information:

- Email: manager@validprofits.com
- Skype ID: validprofits

- Agency Time zone and working hours:
 - Time zone: GMT +1 hour.
 - Working hours: Monday to Friday: 9:00 AM to 6:00 PM.

We monitor the helpdesk during off-hours and official holidays for urgent support issues and do our best to resolve them as quickly as possible.

