

YCS Global, LLC

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www.ycsglobal.com • www.yourchurchname.org

Policies & Procedures

The following are excerpts and explanations from the website design contract of YCS Global, LLC. For a complete copy, please contact our offices at (412)793-3701 or toll free at 1-866-724-2311.

INVOICES AND PAYMENTS

Invoices are sent out by YCS Global, LLC by the 5th of each month. Payments are due into the offices of YCS Global, LLC by the due date listed on your invoice, usually the last business day of the month. If payments are not received by the due date a \$35.00 late fee will be assessed. If payments are not received within 5 days of listed due date, YCS Global, LLC reserves the right to suspend the presence of the website involved until the account is brought current. YCS Global, LLC also reserves the right to request an annual payment on accounts that have had 2 or more late fees assessed.

If you are going to be late making a payment, please contact our offices prior to the due date to discuss payment arrangements. Simple communication cannot be stressed enough. Should payments be made and funds are not available to cover the payment, any and all fees incurred by YCS Global, LLC for insufficient funds or insufficient available funds will need to be paid by the client. YCS Global, LLC reserves the right to request all funds be made by Certified Check or Money Order should this become an issue.

CONTRACT LENGTH

All new contracts and redesigns are for a period of 24-months, unless other arrangements were negotiated. Hosting and maintenance fees may be paid on a monthly, quarterly, semi-annual or an annual basis. Once the 2 year contract has been fulfilled, the subsequent renewal period is one (1) year. The new annual contract is automatically renewed the first of the month prior to expiration, unless prior written notice is received. Please see Termination of Services below.

TERMINATION OF SERVICES/TERMS OF SERVICE

If you wish to terminate your contract, or make any changes to the terms of service, a written notice must be sent to the offices of YCS Global, LLC a minimum of 45 days prior to the end of your current contract. If note of cancellation or request for change in terms of service is not received within that timeframe, your contract will be automatically renewed for the next year, in the same manner, with the same terms of service. If at any time, during a contract period or inside of the 45 days, you wish to cancel, an early termination fee of \$250.00 will apply. Full payment of the early termination fee, balance of contracted hosting and/or maintenance fees and any other additional outstanding invoices is required before any action will be taken to

terminate your contract. If hosting/maintenance fees are paid and you then request contract termination, fees already paid are non-refundable.

OWNERSHIP OF DOMAIN NAMES AND WEB DESIGN

Copyright and ownership to the finished assembled work of web pages produced by YCS Global, LLC shall remain vested with YCS Global, LLC. This ownership is to include, design, photos, graphics, source code, work-up files, text, and any product or service specifically designed or purchased on behalf of the Client for completion of the project. An example of a service specifically purchased on behalf of the client is a domain name. Each site is creatively designed by YCS Global, LLC and its staff. Any unauthorized duplication or use is strictly prohibited. Should a client wish to "purchase" their website design, separate fees will apply.

Copyright of photos and graphics provided by the Client remain vested with the Client.

The client is assigned rights of use to the website during the period of time in which the client account remains in good standing.

TRANSFER OF DOMAIN NAMES

YCS Global, LLC charges a \$35.00 administrative fee on the transfer of each domain name. Upon receipt of the final invoice including the appropriate administrative fees, the domain name(s) in question will be released for transfer.