

**PROMOTIONAL VIDEOS**

Content submitted by the client unless agreed otherwise. Videos are 55 seconds long.

**ADVERTISING & BROCHURES**

An agreed style and format between DBDMS & the client.

**SOCIAL MEDIA MANAGEMENT**

Social media updates may be submitted by the Client to DBDMS to post on the Clients relevant social media platforms. DBDMS can also make informed posts on these platforms as agreed with the Client.

**CUSTOMER LIAISON**

An agreed amount of customer contact with quoting included. All information submitted by DBDMS to be verified by the client. Email monitoring provided by DBDMS as part of the ESM service involves agreed office hours monitoring of incoming email and responding to each individual email as per instructions given by the Client prior to the service being activated.

**GOOGLE PROFILES**

Updated and / or set up as agreed by DBDMS and the client

**VHS TO DIGITAL TRANSFER**

Prices charged per VHS tape transferred to an agreed format.

**WEBSITES**

The website provided by DBDMS will be optimised for use on smartphones. The website will be a functional tool designed for ease of navigation for the user, aimed to encourage interaction between the client and potential customers for the client. The website will also carry a stylish, functional and professional internet presence on desktop and tablet viewings

**PRODUCT PURCHASING**

A service is considered "purchased" once the agreement is signed by the customer (hereby referred to as the *Client*). Other than submitting design templates to the Client, no work will be undertaken by DB Digital Media Services (hereby referred to as *DBDMS*) until said document is signed.

**AGREEMENT TERMS**

A website agreement lasts for one year from the date of signing. The total annual cost of the agreement is payable via payment methods and terms agreed between DBDMS and the Client for this period. A renewal option is offered two months prior to the active agreement ending. A small cost at this juncture for domain name renewal is payable. Other services are on a monthly ongoing basis with no contract.

**CONTENT INPUT**

All written website content is provided by the Client. Whilst DBDMS will proofread the submitted content, advising of any required changes, the Client remains responsible for the written content submitted unless by prior agreement DBDMS composes written content.

**PAYMENT TERMS**

The amount payable is broken into two sections: The set up charge and the maintenance charge.

The set up charge is payable at 50% once the agreement is signed and the remaining 50% once the website / service is in a position to proceed to publication as agreed by the Client and DBDMS.

Ongoing charges are invoiced monthly and payable via bank transfer to DBDMS within 30 days of the invoice date.