

Terms and Conditions

Last updated on 27 April 2016.

What We Do

Michelle Panulla Web Services (MPWS) will provide once-weekly updates of WordPress core files and Plugins, along with file monitoring and site backups.

In order to maintain site updates, monitoring, and backups, MPWS will install several plugins and potentially adjust site settings during the initial site review and set-up. These steps are necessary to ensure basic protections against hackers and lost data.

Though these steps will be taken, and your site will be updated regularly, there is no guarantee your site will not be hacked, particularly due to the common use of third-party plugins within WordPress. We do not discourage the use of third-party plugins. In fact, we encourage our clients to not "reinvent the wheel". However, sometimes an unknown vulnerability will be present in both third-party plugins and the WordPress core files themselves.

Regular updates will help prevent hackers from exploiting these vulnerabilities, but if you have adhered to all terms outlined by MPWS, and your site is hacked, MPWS will clean it up and restore it at no additional cost to you. After a site has been restored, there may be additional terms outlined by MPWS in order to keep your site safe. As long as you follow these terms, MPWS will restore your hacked site at no additional cost to you. However, if the terms have not been followed (e.g. certain plugins have been deleted, or others have been used against advice), then any restoration of hacked sites will be completed at a rate of \$90/hour.

What You Do

In order to provide our services, MPWS requires clients to provide login information for hosting and for the WordPress site itself. If changes to this login information occurs, MPWS will need to be provided with the new information before the next weekly update window.

Several plugins will also need to remain installed, namely file monitoring, back up, and other security plugins. These plugins may change periodically and without notice, however you will be kept informed of the list of plugins that should remain in use.

Any site settings that were changed during the initial site set-up will need to remain in place.

It is highly recommended, though not required, that Secure Socket Layer (SSL) protection be used within the administration area of your site. If you do not have SSL in place, but wish to add it, please let us know and we will quote you a service fee for installing one. This does not include any fees your hosting company may charge you for the certificate.