
COURSEVECTOR TERMS & CONDITIONS

The purpose of this terms and conditions document is to ensure a full understanding of procedures and policies utilized by CourseVector. Please initial each line item and sign the bottom of this document to confirm understanding of CourseVector procedures and policies. Please email, fax, or mail this document to CourseVector for filing.

SUPPORT

Initials

GENERAL SUPPORT

Reasonable support and questions emailed to support@coursevector.com will be provided at no charge. If support charges are required CourseVector will notify the client and obtain approval prior to completing the support request.

EMERGENCY SUPPORT

Emergency support is available free of charge for CourseVector equipment failures. All other emergency support requests will be billed. Emergency support requests can be made at <https://coursevector.com/emergency-support/>.

EMAIL SUPPORT

Many of CourseVector's hosting services include email. The email system supports most email clients such as Outlook, iPhone mail, etc. However, CourseVector technicians only provide support for Roundcube Webmail. Any support provided outside of Roundcube Webmail will be billed in 15-minute increments. CourseVector is not responsible for the maintenance of email accounts (including adding or terminating email accounts), unless specifically noted in a ticket and/or estimate.

PASSWORDS

CourseVector is not responsible for the maintenance and/or security of passwords for email, website logins, cPanel, FTP credentials, etc. Multiple requests for password support may incur charges.

PHONE CALLS

Phone calls, meetings, etc., will be billed in 15-minute increments (unless specifically noted otherwise in an estimate and/or ticket). At no time will CourseVector accept instructions concerning your project or tasks via phone. Please note that phone calls, meetings, etc., will include the time it takes to document, and email requests made during the phone call to the client.

TICKET COMMUNICATION & FOLLOW-UP

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CourseVector expects clients to follow-up within 1 week. However, we understand that is not always possible. Because of this, an average amount of follow up time is built into CourseVector estimates/projects. However, follow ups may incur additional costs at the discretion of CourseVector.

LAW COMPLIANCE

Initials

CourseVector may provide advice on local, state, and national laws if requested by the client. This requested advice will be billed. However, CourseVector will not be held liable for any such advice. CourseVector suggests consulting with an attorney for a full understanding of local, state, or national laws for website/email practices. Client is responsible for any and all compliance requirements unless specifically indicated otherwise in a ticket and/or estimate by CourseVector.

COPYRIGHTING

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All images, copy, logos, designs, etc. are property of CourseVector until payment for the items are received. Any use of CourseVector property without consent of CourseVector will result in a cease and desist letter followed by applicable legal proceedings.

LICENSES

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Unless specifically outlined in an estimate and/or ticket, any software, plugin, product licenses needed will be provided by the client. Maintaining license renewals is the sole responsibility of the client. CourseVector is under no obligation to purchase or maintain licenses needed. CourseVector will not utilize software, plugins, or products requiring a license without approval from client.

CONTENT

Initials

All content, including images, logos, and copy, are to be provided by the client in an approved format (list below) unless specifically outlined in the ticket and/or estimate. All assets and content must be provided to CourseVector via the ticket or our large file transfer service: <https://transfer.coursevector.com>. CourseVector may utilize free stock photography and/or "lorem ipsum" placeholder text if no content is provided by the client.

APPROVED CONTENT FORMATS

Images – JPEG, JPG, PNG, AI, PSD, SVG, PDF, TIFF, GIF, WebP
Copy – DOC, DOCX, TXT, ODT, PDF (must not be an image)

Video – MP4, WMV, MOV, FLV, AVI
Audio – MP3, WAV, WMA

SECURE INFORMATION

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All information containing passwords, secure information, etc. must be sent through CourseVector's secure portal available at <https://secure.coursevector.com>. CourseVector will not be held responsible for sensitive information sent to CourseVector via the CourseVector ticketing system and/or email.

PAYMENT TERMS

Initials

Unless specifically outlined in an estimate and/or ticket, CourseVector's payment terms are as follows: Payment is due upon receipt. Payments are considered late after 30 days and may result in website suspension, late fees, reactivation fees, and ultimately account termination.

CLIENT CONTACT INFORMATION

Initials

It is the responsibility of the client to notify CourseVector of any changes in contact information. CourseVector technicians will only provide support to contacts we have on file. Failure to update contact information may result in delays in support, loss of data, account termination, loss of domain names, and more.

HOURLY RATES

Initials

Hourly rates are posted at <https://coursevector.com/hourly-rates>.

AGREEMENT

I hereby agree to the terms and conditions in this document.

Signature

Date

Printed Name