

# Website Import & Support Vetting

## Fully Managed Solution

Allow our website team to import your WordPress site from your existing hosting provider to Website Pro! This is a fully managed Website Import which allows the team to ensure your website is moved over to our Website Pro hosting seamlessly. Once we receive the necessary information, our team will import your website and work with you to set it live on your custom domain within 5 business days of placing your order.

*\*\*All websites must be vetted by our Website Support team prior to beginning the import process to confirm eligibility of the website to be imported.*



### Within 1 business day

*\*after the order is received*

The website team will send you a **Confirmation Email** to confirm the receipt of your order.



### 2 business days

*\*after the order is received*

**Website Vetting:** Based on the information provided in the order form, our developers will vet the **Website** within 48 hours—please ensure that all the information below is included and confirmed to be correct.

*Any missing information may delay the process.*

- **What is the domain registrar?**
- **What is the username for the domain registrar?**
- **What is the password for the domain registrar?**
- **What is the current WordPress site URL?**
- **What is the WordPress administrator username for the site?**
- **What is the WordPress administrator password for the site?**



### 3 business days

*\*after the website has been approved for import and products activated*

**Website Import:** Once your website has been approved for import, we will activate the **Website Support add-on** and **Website Pro** on your behalf. After the products are activated, our Website Support team will import your website to Website Pro and connect your custom domain within 3 business days.

*Important: The website will only be imported once Website Support and Website Pro have been activated.*



### Support

*\*After edits have been received it will take up to 5 business days for the revisions to be completed.*

**Support:** What is included in Website Support  
Below is a list of services that we can offer:

- Access to our team for tech support
  - Website revisions to images, text, and minor change requests
  - Back-end updates completed quarterly to WP stability version, plugins, and themes
- Important: You must upkeep your own theme and plugin license for timely updates.*
- Health checks to the overall website upon request and every entry into the back-end for revisions
  - Access to add-ons: additional pages, out of scope work, additional images, and products
  - Urgent support for downed website

*Important: All revisions must be submitted at one time in an email, document, or shared folder. Additional revisions are subject to hourly charges.*

# Custom Add-ons



**Delivery date  
determined by  
add-ons ordered**

**Custom Add-ons:** If you would like add-ons after the import is complete. Below are expected delivery times:

- **Blog Post: Monthly** - 10 business days (1 blog each month)
- **Additional Page** -  
Up to 5 pages (1-5 pages) - 2 business days  
Up to 10 pages (5-10 pages) - 3 business days  
More than 10 pages (10-15 pages) - 4 business days

*Important: More than 15 additional pages will require a 30 minute design consultation call.*

- **Hourly Charge** -  
(1-5h) 2 business days/hourly charge  
More than 5h - business days up to developer discretion
- **Website Copy (Up to 500 words)** -  
1500 words or fewer - 5 business days from content call  
More than 1500 words - 10 business days from content call
- **1-5 x Additional Products & Images** - 1 business day
- **5-25 x Additional Products & Images** - 5 business days
- **25-50 x Additional Products & Images** - 7 business days
- **50-100 x Additional Products & Images** - 10 business days

*Important: Reach out to your communication person about bulk import pricing if a CSV spreadsheet is provided.*

*Important: All content, logins, and software must be provided, if required, for any of the above add-ons. Paid plugins must be paid by you and provided to us for integration; paid plugins may incur monthly fees.*

## **Important Notes:**

- **Add-ons timeline are considered paused while waiting on customer response.** We will send 2 reminders when waiting on the customer (1 per week), and if no response is received, the add-ons production will be put on hold.

## Available Add-ons

<b>Website Support</b>  <i>Must be activated in order for the website to be imported and supported. Requires Website Pro.</i>	<p>This is required in order for the website to be imported and/or supported after the vetting process.</p>	<p>This add-on features a setup fee as well as a monthly commitment in order for our team to continue ongoing support of your website.</p>
<b>Additional Pages</b>  <i>Required Products: WordPress Website and Website Pro</i>	<p>There is no limit to the number of pages you can add to the site. Each additional page comes at an additional cost per page.</p>	<p>*Add +3 business days per additional page. Please note: add-on delivery timeline starts the date the site goes live.</p> <p><b>*All content must be provided.</b></p>
<b>Additional Products &amp; Images</b>  <i>Required Products: WordPress Website and Website Pro</i>	<p>There is no limit to the number of images or products you can add to the site. Each additional product/image that exceeds the limit of your purchased site build comes at an additional cost per product/image.</p>	<p>*Add +1 business days per additional product/image. Please note: add-on delivery timeline starts the date the site goes live.</p>
<b>Hourly Charge</b>  <i>Required Products: WordPress Website and Website Pro</i>	<p>Any site functionality that exceeds our Website Creation package offering is scoped out and charged per hour.</p>	
<b>Blog Post: Monthly</b>  <i>Required Products: WordPress Website and Website Pro</i>	<p>There is no limit to the number of posts you can add to the site. Each additional post comes at an additional cost per post.</p>	<p>*Add +5 business days per additional posts. Please note: add-on delivery timeline starts the date the site goes live.</p> <p><b>*All content must be provided.</b></p>
<b>Website Copy</b>  <i>Required Products: WordPress Website and Website Pro</i>	<p>Up to 1000 words per page can be added to your site.</p>	<p>*Add +5 business days for 500 words. Please note: add-on delivery timeline starts the date the site goes live.</p>

# Website Import & Support Vetting

## Fully Managed Solution

### FAQs

#### Expectations:

- Provide content as requested in the order form.
- Communicate efficiently with us to keep the project on track in order to meet the set deadlines.

#### What do we need to fulfill a website import order?

1. Current WordPress site URL. *\*Please note that we can ONLY import Wordpress sites.*
2. WordPress administrator credentials. We would need administrator access to their Wordpress website (domain.com/wp-admin).
3. Credentials for the domain registrar. This access to where you bought the domain. Our team uses this to point the domain to our servers once the site is moved.

Note: We may need a higher level of access in order to get the files we need to import the site manually.

- Host Access - We would need access to the physical server you are on in order to get the web files and database ourselves
- You could provide us with the web files and database if you are capable.

#### What does the Website Support Add-On include?

Monthly Charges include | Hosting and Website Updates

- If anything is missed from your one set of revisions submission, you will not be charged. We will ensure the missed revisions are completed within 5 business days.
- Updates to existing sections (image/content replacements): logo, fonts, colors, media (images, videos, icons), text, contact form fields and settings
- Reorganization or duplication of existing sections but not the creation of new sections styles or layouts.

*\*Any additional images/product changes beyond the original offering will be charged at a per product/image rate.*

*\*Any functionality changes to sites will need to be scoped out and charged at an hourly rate.*

*\*The monthly charge **DOES NOT** include maintaining or integrating emails.*

*\*All content needs to be provided.*

#### How will I know if my website is approved or rejected?

- Our team will vet the website for eligibility within 48 hours of receiving the order.
- If your website is not able to be imported to Website Pro by our team, you will receive an email letting you know the reason(s) why we are unable to fulfill your request.
- If your website is approved for import, you will receive an email letting you know that **Website Support** and **Website Pro** have been activated on your behalf and we will begin the import process.

# FAQs

## What are some reasons a website will be rejected?

Here are some of the common reasons a website may be rejected for import and/or support:

- Unapproved theme builder
- HTML/PHP theme pages
- Unable to edit front-end layouts
- Excessive plugins and users. A new build is recommended in this case.
- Backend language not in English
- The website is part of a multi-site
- The website relies on functionality not included in WordPress

## What if my site is not a WordPress Site?

- If your site is not created on WordPress, we can re-create the site for you in WordPress (please see Website: Up to 3, 5, or 10-page options).

## What is included in the required monthly fee?

Maintenance of an imported site include:

- Unlimited text changes to existing content.
- Up to 15 image changes per month to existing images.

All sites are hosted with Website Pro and include:

- Daily backups
- Managed Wordpress hosting
- Built-in reporting

Note:

- *Any additional images/product changes beyond the included will be charged at a per product/image rate.*
- *Any new functionality changes to sites will need to be scoped out and charged at a per hour rate.*
- *The monthly charge DOES NOT include maintaining or integrating emails.*
- *All website pages not created by our team are limited to only text and image changes. Also, any plugin not added by our team will have limited support and if a plugin is no longer supported, we will do our best to correct the issue if possible or recommend a new solution at our hourly rate.*