

# Website Creation

## Fully Managed Solution

Our talented team will build a great website for your business. We will communicate with you to gather all necessary content and insights to develop the specific functionality and design needed to suit your business.

### What to Expect Next:



**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.



**5/7/10 business days**  
\*after the order is received

**Website Build:** Based on the information provided in the order form, our developers will create your **Website**—which includes your chosen color scheme, logo, text and images—and will create a publication mock within 5, 7, or 10 business days.

- **Website: Up to 3 Pages** - 5 business days
- **Website: Up to 5 Pages** - 7 business days
- **Website: Up to 10 Pages** - 10 business days

*Important: Text and image revisions can be submitted and implemented on your live website. Changes that fall outside of text and image replacements will be charged at an hourly rate.*



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

**Revisions:** One set of revisions is included with the website build.

- The following revisions are permitted:
  - Colors
  - Media (Images, videos, icons)
  - Text
  - Contact form fields and settings
  - Reorganization or duplication of existing sections

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



**Delivery date determined by add-ons ordered**  
\*Custom delivery date provided on website publication email

**Custom Add-ons:** Based on the items ordered prior to delivery of the website build, our developers will add your custom add-ons to your website. Below are expected delivery times:

- **Blog Post: Monthly** - 5 business days (1 blog each month)
- **Additional Page (with copy)** -
  - Up to 3p - 3 business days
  - More than 5p - 5 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 developers 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
- **IDX Integration** - 6 business days for integration and up to 2 market pages
- **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.*
- **Website: 30 Minute Call** - We will email your dedicated developer's booking link  
*Important: The website build will start after the consultation call. A temporary landing page will be sent beforehand*

*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:

- The site build timeline begins from the day the order is received.
- **Add-ons timeline is 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.

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### Available Website Packages:

<b>Landing Page</b>  <i>Additional Required Products:</i> <ul style="list-style-type: none"><li>Website Pro</li></ul>	Includes a WordPress powered 1-page Landing Page that best represents your business, products, and services.	<ul style="list-style-type: none"><li>1 templated-page (Up to 5 navigation menu items)</li><li>Up to 10 images; image uploads included (<i>additional images will be charged at per product rate</i>)</li><li>300-500 words of repurposed website copy (written/edited by our team using information available online or provided in the order form)</li><li>Up to 5 contact form fields</li><li>Contact info</li><li>A Call-To-Action (ex. "Call today to get started!")</li><li>Upload up to 3 blogs per month (if the content is provided)</li></ul>	<ul style="list-style-type: none"><li>Monthly fees include:<ul style="list-style-type: none"><li>Hosting</li></ul></li><li><b>Landing Page Support is required for monthly support of:</b><ul style="list-style-type: none"><li>Unlimited text changes to existing content</li><li>Up to 10 image changes per month to existing images</li></ul></li></ul>
<b>Website: Up to 3 Pages</b>  <i>Additional Required Products:</i> <ul style="list-style-type: none"><li>Website Pro</li></ul>	Includes a WordPress powered 3-page website that best represents your business, products, and services.	<ul style="list-style-type: none"><li>1 templated website</li><li>Up to 15 images; image uploads included (<i>additional images will be charged at per product rate</i>)</li><li>Up to 5 products</li><li>Up to 500 words of content (repurposed/edited using information available online or provided in the order form)</li><li>Search engine-friendly website</li><li>Contact info</li><li>2 pages for Privacy Policy and Terms of Conditions (content must be provided to us)</li><li>Upload up to 3 blogs per month (if the content is provided)</li></ul>	<ul style="list-style-type: none"><li>Monthly fees include:<ul style="list-style-type: none"><li>Hosting</li><li>Unlimited text changes to existing content.</li><li>Up to 25 image changes per month to existing images.</li></ul></li></ul>
<b>Website: Up to 5 Pages</b>  <i>Additional Required Products:</i> <ul style="list-style-type: none"><li>Website Pro</li></ul>	Includes a WordPress powered 5-page website that best represents your business, products, and services.	<ul style="list-style-type: none"><li>1 templated website</li><li>Up to 25 images; image uploads included (<i>additional images will be charged at per product rate</i>)</li><li>Up to 15 products</li><li>Up to 1000 words of content (repurposed available content found online or sent to our content writers)</li><li>Search engine-friendly website</li><li>Contact info</li><li>2 pages for Privacy Policy and Terms of Conditions (content must be provided to us)</li><li>Upload up to 3 blogs per month (if the content is provided)</li></ul>	<ul style="list-style-type: none"><li>Monthly fees includes:<ul style="list-style-type: none"><li>Hosting</li><li>Unlimited text changes to existing content.</li><li>Up to 25 image changes per month to existing images.</li></ul></li></ul>
<b>Website: Up to 10 Pages</b>  <i>Additional Required Products:</i> <ul style="list-style-type: none"><li>Website Pro</li></ul>	Includes a WordPress powered 10-page website that best represents your business, products, and services.	<ul style="list-style-type: none"><li>1 templated website</li><li>Up to 50 images; image uploads included (<i>additional images will be charged at per product rate</i>)</li><li>Up to 25 products</li><li>Up to 2000 words of content (repurposed available content found online or sent to our content writers)</li><li>Search engine-friendly website</li><li>Contact info</li><li>2 pages for Privacy Policy and Terms of Conditions (content must be provided to us)</li><li>Upload up to 3 blogs per month (if the content is provided)</li></ul>	<ul style="list-style-type: none"><li>Monthly fee includes:<ul style="list-style-type: none"><li>Hosting</li><li>Unlimited text changes to existing content.</li><li>Up to 50 image changes per month to existing images.</li></ul></li></ul>

Available Add-ons		
<h2>Website: 30 Minute Call</h2> <p><i>Required Products: WordPress Website and Website Pro</i></p>	<p>A 30-minute call with a member of our team to brainstorm web design ideas, discuss information architecture, and get our expert advice.</p>	<p>We will email your dedicated developer's booking link.</p> <p>Please, note that this add-on can be activated multiple times if you want to book more than 1 call or if you need to go over the 30-minute duration.</p>
<h2>Website Support</h2> <p><i>Required Products: WordPress Website and Website Pro</i></p>	<p>There are two options based on whether you're paying upfront or monthly.</p>	<p><b>Paying Upfront:</b> 12 months of free Website Support. It is available as an add-on after 12 months.</p> <p><b>Monthly:</b> Included at no additional cost with a 12-month commitment.</p>
<h2>Additional Pages</h2> <p><i>Required Products: WordPress Website and Website Pro</i></p>	<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>Up to 3p - 3 business days More than 5p - 5 business days.</p> <p>Up to 150 words of content.</p> <p>Please note: add-on delivery timeline starts the date the publication mock is sent.</p>
<h2>Additional Products &amp; Images</h2> <p><i>Required Products: WordPress Website and Website Pro</i></p>	<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>1-5 x Additional Products &amp; Images - 1 business day 5-25 x Additional Products &amp; Images - 5 business days 25-50 x Additional Products &amp; Images - 7 business days 50-100 x Additional Products &amp; Images - 10 business days</p> <p>Please note: add-on delivery timeline starts the date the publication mock is sent.</p>
<h2>Hourly Charge</h2> <p><i>Required Products: WordPress Website and Website Pro</i></p>	<p>Any site functionality that exceeds our Website Creation package offering is scoped out and charged per hour.</p>	<p>(1-5h) 2 business days/hourly charge More than 5h - business days up to developers discretion</p> <p>Please note: add-on delivery timeline starts the date the publication mock is sent.</p> <p><b>*Paid plugins need to be purchased and provided to us for integration. Paid plugins may incur monthly fees.</b></p>
<h2>Blog Post: Monthly</h2> <p><i>Required Products: WordPress Website and Website Pro</i></p>	<p>You'll receive 1 blog each month until you cancel this service. If you want to have more than 1 blog/month, you can activate this add-on multiple times.</p>	<p>5 business days per blog post.</p> <p>Our blogs consist of 250-400 words, linked sources, and one stock image.</p> <p><b>*If you are providing your own blog content your assigned website developer can upload up to 3 blogs per month.</b></p>
<h2>IDX Integration</h2> <p><i>Required Products: WordPress Website and Website Pro</i></p>	<p>Integrate your purchased IDX/MLS solution onto your real estate websites</p> <p>There is no limit to the number of market places you can add to the site. Each additional page that exceeds the limit of your purchased site build comes at an additional cost per page.</p>	<p>Add +6 business days per additional market pages.</p> <p>Please note: add-on delivery timeline starts the date the site goes live.</p> <p><b>*This add-on is not an IDX plugin. An IDX/MLS solution will need to be purchased which will likely incur monthly fees.</b></p>
<h2>IDX Support</h2> <p><i>Required Products: WordPress Website, Website Pro, IDX</i></p>		<p>Our team will handle all phone calls, chats, and emails related to IDX issues on your website if you purchase our IDX Support add-on.</p>
<h2>Website Copy</h2> <p><i>Required Products: WordPress Website and Website Pro</i></p>	<p>Up to 1000 words per page can be added to your site.</p>	<p>Add +5 business days for 500 words.</p> <p>Please note: add-on delivery timeline starts the date the site goes live.</p> <p><b>*If Website copy add-on ordered we will default to the number of website copy words ordered for the Additional page, Landing page, and Agency site product.</b></p>

# Website Creation

## 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 does the Website Support product include?

Monthly Charges include | Hosting and Website Updates

- 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.*

#### What is the turnaround for monthly changes?

Monthly changes to images and text is 5 business days.

#### Can we use an existing domain?

One of our website experts will walk you through the process of redirecting your existing domain name to the new website.

#### Do you provide stock images?

We can provide stock images when requested. However, we recommend using professional images of the business, products, and services to create a more personalized website.

#### What is included in each of the product/items on each product page for e-commerce sites?

We include these items on each product page **if** details are provided:

- One product image
- Product name
- SKU number
- Product description, features, and specifications (up to 100 words)
- Flat shipping price for all products
- Tax per item

#### Your Responsibilities:

- Populated spreadsheet of the above product details and images.
- If more functions are required, our team will need a detailed list of the requested features. Any additional hours due to added functions/features will be charged at an hourly rate as needed.

# FAQs

## How many revisions are included with my website build?

- One set of revisions
- What kind of revisions are allowed?
  - Only the following design changes:
    - Colors
    - Media (Images, videos, icons)
    - Text
    - Contact form fields and settings
    - Reorganization or duplication of existing sections

\* It may take up to 5 business days for the revisions to be completed.

\*\* Any additional changes need to be purchased through our add-on services.

## What if I want to change the entire framework?

- Yes, this is possible. Please activate additional hours based on your website order:
  - Up to 3 pages - 3x hours
  - Up to 5 pages - 5x hours
  - Up to 10 pages - 10x hours

## Can I get a custom design instead of a template?

Yes, please order: Website: 30-Minute Call and include details in your website order form.

## What if some of my revisions were missed?

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.

## What are the limits for customizations included with the website packages?

- **Word Count:** Each page is limited to up to 1000 words.
- **Media Files:**
  - Up to 3 pages - Limit of 15 media files (images/videos)
  - Up to 5 pages - Limit of 25 media files (images/videos)
  - Up to 10 pages - Limit of 50 media files (images/videos)
- **PDFs:** Up to 25 PDFs
- **Forms:** Up to 3 forms. Up to 20 form fields, up to 12 drop-down options max per field
- **HTML Drop-down links:** Up to 25 drop-down links
- **Embeds:** Up to 25 embeds
- **Pop-ups:** Up to 5 pop-ups
- **Newsletters:** Up to 3 newsletter call-to-actions. An email account (such as Mailchimp, Constant Contact, etc) must already be set up and API key provided

If you need more, please reach out to your assigned developer who will scope out the request and charge per hour or additional image/product.