



Website Support Plan Terms & Conditions

These Website Support Plan Terms & Conditions ("Terms") govern the scope of website support services provided by Legend Web Works ("Legend") under our Website Support and Website Support+ plans. By opting in or continuing with any of our support plans, you agree to the terms outlined below.

Scope of Support

Legend offers two tiers of website support:

- **Website Support Plan:** Includes complimentary support for service requests that require one (1) hour or less to complete.
- **Website Support Plan+:** Includes complimentary support for service requests that require two (2) hours or less to complete.

This support is intended to cover basic website maintenance, updates, and limited third-party integration support, as detailed herein.

Supported Third-Party Integrations

The following third-party integrations are supported within the complimentary support time, provided they are implemented in their default, non-customized form as part of the built-in functionality of our website model:

- **PayPal** (standard integration only)
- **Authorize.net** (standard integration only)
- **UPS** (standard ecommerce shipping integration only)
- **Google ReCAPTCHA** (standard implementation only)

Support for these integrations includes:

- Basic troubleshooting
- Setup verification
- General assistance related to the standard implementation

Unsupported and Custom Integrations

Any third-party service not explicitly listed above, or any integration involving custom configuration, advanced setup, or non-standard implementation, is not covered within the complimentary support time.

Support for these cases will be considered outside the scope of the plan and will be subject to additional billing at our current hourly support rate.

Examples of excluded support include, but are not limited to:

- Custom API integrations
- Plugin modification or custom coding



- Complex shipping/payment rule configurations
- Debugging issues arising from third-party platforms

Consolidation of Requests

Clients are expected to submit service requests that reflect the true scope of work needed. Submitting multiple separate requests for the same or related work with the intent to bypass the plan's time limits is not permitted.

For example, submitting individual requests to modify multiple contact forms—such as updating fields, notifications, or styling on each one separately—will be considered a single service request and evaluated based on the total time required to complete the collective changes.

We reserve the right to consolidate related requests at our discretion and apply the appropriate billing for the time involved.

Additional Support Time and Billing

Should your support request fall outside of the included scope:

- We will notify you prior to performing any billable work
- You must approve any additional billable hours in writing, either via email or through confirmation in the Legend Portal.
- Additional time is tracked and billed in 30-minute increments

Policy Revisions

We reserve the right to update or modify these Terms at any time. Clients will be notified of any significant changes in advance.

If you have any questions regarding what is included in your support plan, please contact our team for clarification.