



TIMESCALES / PRICING TERMS

Changes / additions are now undertaken based upon the requested level of job priority and must be booked based upon this.

All priority options are subject to time availability and cannot be guaranteed. Guidance will be provided as to the feasibility within a requested priority slot, and if not possible, the next slot will be advised for when work can begin.

Changes should be submitted via email in one batch when the request is made to ensure accurate quoting and planning so that all changes can be made within the one job timescale and service fee. These requests should be clearly instructed and documented to reduce potential delays and minimise possible charges for additional time used to clarify the requirements. Curtasoft reserve the right to reschedule and re-prioritise the job if delays stop it from being started.

Delays that are caused from additionally requested information not being provided, whilst work is under way, will be subject to continued fees at half the hourly fee for each hour the delay occurs up to 3 hours. After 3 office hours of delays Curtasoft reserves the right to reschedule the job into another timeslot. Fees accrued up until rescheduling will be charged at chosen priority fee. Fees would be adjusted to the applicable priority thereafter.

Separate submissions will be treated as a new job and will be subject to new priority status, pricing, timescales and availability.

Booking times are outlined below (shown on pg3 & pg4) for guidance on what constitutes the current or next working day; these are used as the starting point for priority requests. Submissions before the given time are defined as that working day; submissions after this time are defined as next working day.

A one hour grace period for additional submissions may be considered and granted unless a job is already being undertaken such as an urgent priority. This grace period is subject to quantity and / or complexity of the new additions and there is no guarantee it will be included; this will be discussed at the time.

A price and timescale will be approximated based upon the requirements; work will not be undertaken unless these are accepted and agreed upon. This may affect timescales depending upon the speed of reply.

Curtasoft reserve the right to delegate work into less urgent priority slots if the submission is considered to be excessive in quantity. This will be discussed at the time.



The 'Availability service fee' (shown on pg3 & pg4) is a one-off fee per job based upon the required priority level.

*Priority timescale days (shown in blue text on pg3 & pg4) are defined as:

Office Opening times: Mon - Thu 9:30am to 4:30pm

Urgent site functionality issues should always be submitted to support@curtasoft.co.uk regardless of office hours and day of the week as this email address is monitored more frequently plus is the only email address checked out of office hours.

At all times (inside and outside office hours): This email address is only to be used for urgent site functionality issues and not job requests.

Email requests made to the support@curtasoft.co.uk address will be undertaken at the discretion of Curtasoft as to the determined level of urgency and will also be subject to availability at that time. Timescales and pricing will also be discussed.

At all times and regardless of the email address used and so that we can provide you with a more efficient and time effective service we ask that you follow these guidelines when reporting your problem:

- Be concise and specific
- Describe the issue as effectively as possible
- Include any error messages you are getting - copy and paste what is displayed on screen
- Provide the website URL address where the issue is occurring
- Provide the steps you went through so we can recreate the problem
- Screenshots can be included if it relates to a visual display issue
- If it relates to a pricing calculation issue tell us what is wrong with the pricing and provide an example of what the correct price should be

This will also allow us to keep the time required and costs to a minimum with fewer email communications and waiting times.

We ask that once a request is made that you regularly check your emails in case we have quick-fire replies to aid with fixing the issue. Delays to replies may mean the issue is held up and put in a queue with other jobs.



PRICING TERMS

URGENT PRIORITY

THAT DAY*

Availability service fee: £125.00 +
£45 per hr

Minimum 1hr
+ 60min increments thereafter

Latest booking time 2:00pm

Subject to time availability. Guidance will be provided as to the feasibility, and if not possible, the next non urgent timeslot will be assigned. Pricing will be re-adjusted to reflect the downgrade in priority.

Depending upon complexities of requested work job may not be completed that day and work will continue the next working day if necessary.

HIGH PRIORITY

NEXT DAY*

Availability service fee: £95.00 +
£35 per hr

Minimum 1hr
+ 30min increments thereafter

Latest booking time 2:00pm

MID PRIORITY

2 to 3 DAYS*

Availability service fee: £55.00 +
£35.00 per hr

Minimum 1hr
+ 20min increments thereafter

Latest booking time 4:00pm



PRICING TERMS

STANDARD PRIORITY

4 DAYS +*

Or advise when available

£35.00 per hr

Minimum 30mins

+ 15min increments thereafter

Latest booking time: not applicable

INVOICE PAYMENT TIMESCALES

Urgent, high and mid priority - 3 working days from invoice date.

Standard priority - 10 working days from invoice date.

Please contact us as soon as possible if you would like to discuss this payment timescale.

Terms / timescales and pricing are subject to change. Curtasoft will provide updated terms if changes are made to the above.