



Monthly Service

Rest assured that your digital demands are met with our monthly service packages, cancellable anytime after the minimum term.

SERVICE	BRONZE	SILVER	GOLD	DIAMOND	JADE
# of Helping Hand tasks	1	2	2	Unlimited	Unlimited
Digital Advice	1	2	Unlimited	Unlimited	Unlimited
Rapid Response	✓	✓	✓	✓	✓
Basic Website Maintenance		✓	✓	✓	✓
SEO Audit & Implementation			✓	✓	✓
Website/eCom Insights Report		†	†	✓	✓
Website Redesign*				Every 3 years	Every 2 years
Content Suggestion					✓
Mentor Call (or coffee meetup in London)					✓
COST PER MONTH	£45	£80	£120	£170	£220
Minimum Term	6 months	6 months	6 months	1 year	1 year
* Upgrade to Website Creation				+ £40 pm	+ £40 pm
† Add Website/eCom Insights Report		+ £30 pm	+ £30 pm		



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SERVICE	EXPLANATION
Helping Hand	<p>Simple website updates and/or digital admin (valued at £90), including but not limited to:</p> <ul style="list-style-type: none">• Image uploads to gallery• Testimonial and review update• Minor website content updates• Alt text addition and remediation <p>Helping Hand is not applicable to tasks that are listed on the Price List as separate services (e.g. Copywriting, Web Redesign etc).</p> <p>Additional Helping Hand tasks can be requested at £45/task.</p>
Digital Advice	<p>Question about digital topics that can be answered via email, WhatsApp or other text-based messaging platforms.</p>
Rapid Response	<p>Guaranteed response/acknowledgement within 24 hours.</p>
Basic Website Maintenance	<p>Review, update, troubleshoot and maintenance of basic website features such as internal and external links to ensure website is operational, visible and secure.</p> <p>NOTE: this is purely operational, and does not include any content updates.</p>
SEO Audit & Implementation	<p>Our 30-point SEO Audit (valued at £360) will be run in the first month of sign-up, and the recommended improvements will be implemented and maintained.</p>
Website/eCom Insights Report	<p>Monthly PDF report with data and insights regarding traffic, sales and other KPIs of your website, eCommerce and/or other platform (e.g. Etsy).</p>
Website Redesign	<p>Your website will be analysed for extensive SEO, UX and CRO as well as aesthetic improvements. Once agreed, the redesign will be implemented.</p> <p>Final design subject to platform's functionalities and capabilities.</p>
Content Suggestion	<p>Monthly list of content ideas for blogs, social media and other platforms.</p> <p>NOTE: this is not social media management, and does not include content creation or implementation.</p>
Mentor Call	<p>A monthly 1-hour video call to mentor on digital and eCommerce topics as well as business strategy.</p> <p>London-based clients have the option for a face-to-face coffee meetup.</p>



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TERMS & CONDITIONS

In addition to the Terms & Conditions set out by Mpowering Solutions' Standard Agreement contract, the below terms apply to all monthly service packages provided by the Consultant (Mpowering Solutions) and you, the Client.

1. DEFINITIONS

- 1.1 A month is defined as the following month of the same calendar date of the start of the agreement. For instance, if the monthly service contract has the start date of 12th January, the next month starts on 12th February, 12th March and so on.
- 1.2 A minimum term is the minimum number of months the Client must pay the fee of the chosen service package. The package will continue on a month-by-month basis after the minimum term has expired unless otherwise terminated by either the Client or the Consultant
 - 1.2.1 Once signed, an agreement cannot be terminated unless the minimum term has passed. Only under extreme extenuating circumstances will early termination be considered, and final decision rests with the Consultant
- 1.3 The determination of whether a task qualifies as a Helping Hand task shall be made solely by Mpowering Solutions, and such determination shall be considered final and binding.

2. RESPONSIBILITY OF NOTIFICATION

- 2.1 The Client is responsible for notifying the Consultant to act upon the following tasks:
 - Helping Hand request (unless an ongoing repeat task is agreed beforehand)
 - Digital Advice
 - Website Redesign
- 2.1.1 For services that have a monthly quantity restriction, for example 1 x Helping Hand in Bronze package or 1 x Mentor Call in Jade package, the service will be forfeited if not utilised in the month, and cannot be carried over to the following month(s) thereafter.
- 2.2 The Consultant is responsible for automatically generating the following tasks:
 - Basic Website Maintenance
 - SEO Audit and Implementation (with full audit to be completed annually)
 - Website/eCom Insights Report
 - Content Suggestion
- 2.2.1 For services such as the SEO Audit, Website Redesign and Website Creation, the Client must respond to the Consultant's findings and proposals within 5 working days with any amendments or corrections.
- 2.2.2 Failure to do so will result in the implementation of the changes as per the Consultant's proposal, and any changes thereafter may incur an additional charge.



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- 2.3 Any email notification must be sent to either the main inbox (hello@mpoweringsolutions.co.uk) or the Consultant's personal email address (e.g. michele@mpoweringsolutions.co.uk), or both.
- 2.4 Notification to any other inbox will not be recognised as official or binding.

3. BILLING

- 3.1 The first invoice will be sent alongside the Standard Agreement contract, and must be paid within 7 days unless agreed otherwise.
- 3.2 Subsequent monthly invoices for the selected monthly service package will be issued on the 15th of the month, with a 7-day payment term, unless otherwise requested and agreed.
- 3.3 Should Direct Debit be set up, funds will be taken on the 15th of the month, unless otherwise requested and agreed.

4. CHANGE OF SERVICE PLAN

- 4.1 Should the selected package be insufficient, the Client can upgrade to a higher tier of service. This can be done at any time, regardless of whether or not the original package's minimum term has been fulfilled.
- 4.2 Any upgrade will reset the minimum term, and the minimum term of the new service package will apply.
- 4.3 Should the Client wish to downgrade for a lower tier of service, they must complete the minimum term of their current package. After the minimum term is complete, the Client can select which tier of service they want to subscribe to, and the minimum term of the lower service package will be waived.
- 4.4 Any change of service package requires the Client to send a request via email and state the name of the package they would like to subscribe to going forward.

5. TERMINATION

- 5.1 Should the Client wish to terminate their subscription to a Monthly Service, they must do so in writing to Mpowering Solutions via email. Notification must be sent before the billing date of the month (i.e. the 15th of the month); otherwise, the remainder of that month will be charged.