Website Services: Terms & Conditions & Annual Plans
By Impact Weaver Pvt. Ltd.

General Terms & Conditions

Impact Weaver Pvt. Ltd. is committed to providing user-friendly, accessible, and professionally maintained websites for NGOs, institutions, and social enterprises. This document outlines the inclusions, exclusions, and various pricing tiers available for website services. Please read carefully before selecting your plan.

Domain Purchase Policy

- Domain purchase is the responsibility of the client.
- Clients are free to choose their preferred domain provider (e.g., GoDaddy, Namecheap).
- Impact Weaver will assist with DNS configuration post-purchase if required.

Services Covered by Impact Weaver

- Website Design & Development as per the selected service tier.
- Annual Hosting (included in all plans).
- Ongoing Maintenance & Support.
- Backend Dashboard Access (Impact Console – available from Standard plan).
- NGO Membership and Donation System Integration.
- Professional NGO Email Accounts (based on plan).
- Free SSL Certificate (from Standard Plan onwards).
- Payment Gateway Integration (for online donations).
- Responsive Mobile & Desktop Layouts.
- Technical Support (response time varies by plan).

Annual Website Service Plans

Features	Basic Plan	Standard Plan	Premium Plan
Annual Price (Excl. GST)	₹6,000	₹12,000	₹18,000
GST (18%)	₹1,080	₹2,160	₹3,240
Total (Incl. GST)	₹7,080	₹14,160	₹21,240
Design Quality	Good	Better	Best
Hosting	✔	✔	✔
Support & Maintenance	Limited	Moderate	Priority
Response Time	3–5 Business Days	2–3 Business Days	1–2 Business Days
Email Accounts (NGO domain)	0	2	5
Payment Gateway Integration	✔	✔	✔
Impact Console (Admin Access)	✗	✔	✔
SSL Certificate (Secure site)	✗	✔	✔
Mobile Friendly Design	✔	✔	✔
NGO Membership System	✗	✔	✔
Online Donation System	✗	✔	✔
User Training/Onboarding	✗	Basic Walkthrough	Full Onboarding & Guide

What Is The Impact Console?

The Impact Console is our proprietary backend dashboard that enables NGOs to:
- Update website content (text, images, blog/news sections).
- Manage donors and donation history.
- Monitor NGO membership activity.
- Track engagement.
- Access automated reports and essential tools for transparency & compliance.

The Impact Console is included in Standard and Premium plans.

FAQs

1. Do I need to buy a domain separately?
Yes, clients are expected to purchase and renew their domain independently. We will guide you with setup and configuration.

2. Can I upgrade from Basic to Premium later?
Yes, upgrades are possible. Charges will be adjusted on a pro-rata basis.

3. What is the validity of each plan?
All plans are valid for one year from the date of activation.

4. Is technical support included?
Yes, all plans include support. Response times vary by plan.

5. Are there any hidden charges?
No hidden charges. Additional features beyond plan scope (e.g., extra emails, custom integrations) will be charged as per actuals.

6. What if I want to redesign my website mid-term?
Design changes not covered under maintenance can be requested at additional cost.

7. Is payment gateway setup included?
Yes, we help set up donation gateways like Razorpay or similar.

8. Will the site be mobile responsive?
Yes, all websites are designed to be mobile and desktop friendly.

9. Can I connect my social media to the website?
Yes, social media links can be integrated.

10. Do you provide content writing or photo editing?
Basic support for text formatting is provided. Detailed content development is available as an add-on service.

Support & Escalation

For support: ✉ contact@impactweaver.com
For urgent matters or escalations: [WhatsApp Support](#)