



VIP CARE PLAN

It is my pleasure to provide you with the best service possible, and as a VIP customer, you will receive priority attention on all your service requests. On the last page of this document, I have compiled a list of suggestions for making the most of your monthly time, but you are welcome to call me for anything I might help with.

TERMS OF AGREEMENT

All VIP ongoing care plans include two (2) hours each month, beginning on the 20th.

Either party may terminate the contract with at least 30 days written notice.

Unused time for one month will not be carried over to the next month.

The monthly price is guaranteed for one year from your original enrollment date.

Invoices are sent via email on the 20th of each month; full payment is due by the 25th, before the next service month begins. For example, your June payment is due by May 25th.

Nonpayment of your monthly invoice will not be considered your intent to terminate this agreement. You must provide me with 30 days written notice. An email will suffice, but until such notice is received and confirmed, the monthly fees will continue to accrue on your account.

All work is logged in five-minute increments. Details are available on request.

Additional hours are billed at the discounted rate of \$65 per hour.

I am available to VIP clients from 8:00 AM to 5:00 PM (Mountain) on Monday through Thursday. The office is closed on weekends and major holidays. If you need me to help with a special project over a weekend, please call ahead to ensure I'll be available.

If these terms are acceptable to you, please complete the *Acknowledgement* form on the next page and return it to me with your payment for the first month of service.

1516 BARBARA STREET
MONTROSE, CO 81401
OFFICE: 970-615-9235
MOBILE: 970-765-6615



ACKNOWLEDGEMENT



If you wish to fill out this form electronically, you can download it at aspenglowdesign.com/VIP

I have read and acknowledged the terms of the VIP Care Plan and have selected the following option:

VIP Care Plan \$130 per month

All invoices are sent via email to the address provided below. How often do you want to be billed?

Monthly Quarterly *(if necessary, you will be billed monthly until the next calendar quarter)*

Please complete the following information:

Company Name: _____

Mailing Address: _____

Contact Name: _____

Telephone: _____ Email: _____

Signature: _____ Date: _____

Please return this completed form with your sign-up payment (see above) to:

Aspenglow Services, LLC
1516 Barbara Street
Montrose, CO 81401-5114

If you wish to pay by ACH or with a credit card, wait until you receive the email invoice from me. It will contain a button where you can enter your payment information on the Intuit secure server. You will have full control over your account information – Aspenglow cannot access it.



IDEAS FOR USING YOUR VIP TIME

Unlike most service agreements, I don't limit you to a specific list of tasks. I'm happy to help you with anything I can. Over the years, my customers have called on me to do various tasks and special projects. Here are just some of the ways you might get your money's worth each month:

Website Design & Maintenance

Your site is only "perfect" on the day it is launched, so it's important to keep the information updated. I'm here to provide ongoing maintenance, make minor changes, or give your site a complete makeover — whenever you want. I also perform monthly maintenance and backups on all websites covered under my VIP agreement to ensure that the software is up to date and that all security patches are in place.

Social Media

From cover photos and profile pictures that match your website to posting new items to keep your content fresh, I will ensure your company's Facebook page is a vibrant extension of your website. If you use Twitter, Instagram, or any other platforms, I will customize them, too. By making the most of social media, you will reach an ever-growing audience and improve the search engine placement of your website.

Blast Emails

From elaborate newsletters to simple postcard announcements, you provide the details, and I will create a blast email using MailChimp that you will be proud to send out to your clients or prospects. (For samples of my work, visit communityspiritucc.org/news and click the *Previous Newsletters* link.)

Fillable Forms

In this day and age, nobody should be filling out application forms by hand. I will convert your paper applications into Microsoft Word templates or fillable PDF forms that can be downloaded, then filled out and saved electronically.

Website Forms

Speaking of forms, your website deserves high-quality request forms for estimates, inquiries, and customer service. These forms submit to your email address and will be customized for your specific needs.

With 25 years of experience as a small business owner and website designer, I know how things are done. Why not use my expertise to help with ongoing tasks or special projects? I know your staff will appreciate the extra time that can be used for servicing their customers and rounding out accounts.

Questions? Feel free to contact me to discuss how my services can help your company or organization.



Kim.

Kim Floyde, Owner
Aspenglow Web Design
A division of Aspenglow Services, LLC

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