



## ♥ VIP CARE PLAN

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It is my pleasure to provide you with the best service I possibly can, and as a VIP customer, you will also 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 welcomed to call me for anything I might help with.

### TERMS OF AGREEMENT

All VIP ongoing care plans include two (2) hours of time 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 due by the 25th of the month prior to the month of service. For example, your June payment is due by May 25th. If you have opted to pay by debit or credit card, the charge will be applied to your card on the 25th of each month.

Nonpayment of your monthly invoice will not be considered as 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 service calls are 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 from 8:00 AM to 6:00 PM Mountain time on Monday through Friday. The office is closed on weekends and major holidays. If you need me to help with a project over a weekend, please call ahead to make sure 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: 970-417-4536  
MOBILE: 970-765-6615

# ACKNOWLEDGEMENT

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If you wish to fill out this form electronically, you can download it at [www.aspenglowdesign.com/VIP](http://www.aspenglowdesign.com/VIP)

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

VIP Care Plan

\$120 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 EFT or 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 Services cannot access it.





## IDEAS FOR USING YOUR VIP TIME

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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 a variety of 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 fresh and up to date. 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 all of the 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 make sure your company's Facebook page is a vibrant extension of your website. If you use Twitter, Instagram or any of the other platforms, I will customize them, too. By making the most of social media, you will reach an ever-growing audience and improve 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 in MailChimp that you will be proud to send out to your clients or prospects.

### Fillable Forms

In this day and age, nobody should be filling out application forms by hand. I'll transform 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 over 20 years of experience as a small business owner and website designer, I certainly know how things are done. Why not use my expertise to help out with ongoing tasks or special projects? I know your staff will appreciate the extra time — 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 Floyd, Owner  
Aspenglow Web Design  
A division of Aspenglow Services, LLC

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