

Support, Hosting & Guarantee

December 2021

This document (together with the documents referred to on it) tells you the terms and conditions relating to our support services and guarantees with our digital services.

Please read these terms and conditions carefully, by accepting a proposal from us, you indicate that you accept these terms and conditions and that you agree to abide by them.

Information about us

Mont Studios Limited referred to as Mont is a company registered in England and Wales operating with the company number: 12369266. The registered and operating address is Units 8 & 9, Parsons Court, Welbury Way, Newton Aycliffe, DL5 6ZE.

We operate our website on the domain of <https://wearemont.com> and all digital correspondence will come from that address only.

1.0 Electronic Support System

1.1 We operate an electronic support ticket system to assist you with issues and changes after your project launch. Every Mont customer can use this service by emailing support@wearemont.com or submitting a ticket via our website.

1.2 Only emails received at this email address are deemed a support request. Emails sent directly to individuals within Mont's organisation, social media interactions or phone calls are not deemed a valid support request.

1.3 Once a request has been submitted you should receive an automated request with an assigned ticket number confirming you have an active ticket with us.

1.4 Each ticket will be reviewed on a case by case basis and our specialist team will respond with a resolution, solution or a time extension typically within 24 hours.

1.5 If your request is "High Priority", for example, something is critical to the operation of your service from us, please submit the support request via our website and mark it as such.

2.0 Support Charges

2.1 Access to our support system is completely free providing you are an active Mont customer.

2.2 Support tickets relating to guidance and advice within your existing service from us is free and unlimited *fair usage applies.

2.3 Support tickets relating to additional features will be investigated and quoted within the support ticket system and charged in accordance with our work rates in section XX

2.4 Support tickets relating to errors, bugs and outages will be investigated on a case by case basis, in line with our Lifetime Bug Support Guarantee and quoted within the support ticket system and charged in accordance with our work rates in section XX

2.4.1 After an investigation into a support ticket has taken place, if the error is deemed to be an error within the Mont infrastructure, we will rectify the issue as soon as it is fair and reasonable to do so at no cost to the customer.

2.4.2 After an investigation into a support ticket has taken place, if the error is deemed to be an error caused by the customer or through an external factor including but not limited to plugins, external systems and API's, we provide a quotation to correct the error in accordance with our work rates in section XX

3.0 Lifetime Bug Support Guarantee

3.1 Some digital projects come with our Lifetime Bug Support Guarantee. If you are eligible, this will be listed in your proposal document from us.

3.2 If an issue develops on your website while it is hosted with us that did not involve human intervention, had been caused by a plugin updating outside of a security management package with us or relating to an external system that is out of our control causing the issue, we will investigate and correct the bug at no charge to the customer.

4.0 Support Charges

4.1 The hourly rates for work carried out by Mont are as follows;

Creative Designer - £65.00 Per Hour
Level 1 Developer - £35.00 Per Hour
Level 2 Developer - £65.00 Per Hour
Lead Consultant - £105.00 Per Hour

4.2 Support work will be quoted for within the support ticket system and will be bound by the payment terms listed in our Terms & Conditions.

5.0 Hosting

5.1 We only host websites that we have built and meet our compliance standards for the security of the entire server infrastructure.

5.2 If a website is deemed to be unsafe or does not meet our compliance or security standards for whatever reason, your service may be terminated without warning.

5.3 Our web hosting is to be used in accordance with all and current UK laws. Mont reserves the right for any web hosting account which is operating outside these laws or illegally can and will be terminated without warning.

5.4 We use external services including DownNotifier to monitor all outages across our network. If an outage occurs, we will be aware of it.

5.5 In the unlikely event of a server attack or server outage, the server will suspend all services until a Mont administrator investigates the issue. We will be aware of this happening but still encourage you to follow the support ticket request procedure in section 1 so you can receive updates on the incident.

5.5 Should a major issue occur where the server has an outage of more than 6 hours that is deemed to be an issue with the Mont infrastructure and outside of the customer's control, we will provide a full investigation report and a pro-rata refund for the total time of the outage.

5.6 Mont will not be held responsible for any and all damages resulting from outages within its infrastructure.

5.7 Mont is not responsible for any loss, or consequential loss of data, or non-delivery of products or services, of whatever cause.

5.8 The customer agrees not to hold Mont responsible for any such loss or damage. Any claim against Mont shall be limited to the relevant fee(s) paid by the customer.

5.9 Hosting is billed in advance of the service provided. You are welcome to cancel the service at any point with 30 days notice.

6.0 Backups

6.1 For an additional fee we offer an automatic monthly backup service that automatically stores a snapshot of your account with us from a period within the last 30 days. If you are an e-commerce website, we strongly advise looking at our daily backup service.

6.2 For an additional fee we also offer an automatic daily backup service that automatically stores a snapshot of your account with us for a 30 day rolling period.

6.3 If a customer chooses not to take one of our backup services, it is the responsibility of the customer to take their own backups of their system or website by contacting our support team. Mont will not be held responsible if a backup is required but not available for whatever reason.