

NorthStar Web Innovations

Affordable Website Solutions for Condo & Homeowner Associations

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---- Policies ----
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- 1) NorthStar Web Innovations (NSWI) reserves the right to update this policies document at any time. This policies document describes the roles and responsibilities of both NSWI and its clients.
- 2) NorthStar Web Innovations (NSWI) is not responsible for any of the content that appears on the websites of its clients.
- 3) The fee of \$295 per year covers the cost of one vanity domain name (for example: www.yourHOAname.com), standardized website layout, maintenance, hosting, one email account (for example: president@yourHOAname.com) with 100 MB of space, and new versions/releases of our software products and tools.
- 4) NSWI guarantees that it will never increase the \$295 hosting and maintenance fee for a customer so long as that customer maintains continuous service with NSWI.
- 5) Many of NSWI's clients find that the one email account with 100 MB of space is sufficient since it is usually the responsibility of only one board member to monitor and reply to all correspondence sent to that address, however, if any of NSWI's clients wish to have more than one email account or if they find that the 100 MB of space is not sufficient, we can provide additional email accounts and/or email space at the following rates:
 - :: 1 email address, 100 MB total storage - Free
 - :: 5 email addresses (total), 1 GB total storage - \$19.99/year
 - :: 100 email addresses (total), 2 GB total storage - \$29.99/year
 - :: Each additional GB of space (2 GB minimum) - \$9.99/year
- 6) Current customers are billed in December for the upcoming year. NSWI does not provide month-to-month billing for its services.
- 7) NSWI requires no long-term service contracts. A current customer can discontinue service at any time by notifying NSWI in writing.
- 8) Any client who discontinues service will be entitled to and receive a refund based on a prorated bill for the year.
- 9) At the request of a client, NSWI can redesign the "look & feel" of their website for a fee of \$75 per hour. NSWI will provide a quote for the redesign based on the requirements and desires of the client. If the client wishes to have the work done, half the quoted price will be due prior to starting the work with the balance due upon completion.
- 10) The client will be required to provide a minimum of 10 high-quality, digital photos of their community that will be used in the creation of their website.
- 11) NSWI strongly suggests that all documents that would be accessible via the client's website be in a single and common format. NSWI suggests that this format be ".pdf". The Acrobat Adobe reader required to read this type of format is free.
- 12) NSWI does not convert hard-copied documents to digital format. If an association's documents are not in electronic form, they may wish to hire a 3rd party to prepare their documents for their website.
- 13) Updating the verbage and/or content of an HOA website will be the sole responsibility of the HOA.

(version: August 1, 2008)