

PRIORITY SUPPORT & UNLIMITED MAINTENANCE AGREEMENT

Provider: SHIFT. Premium Web Design & Development

Effective Date: [Date]

Service Tier: Priority Elite Support

1. THE "UNLIMITED" QUEUE SYSTEM

The Client may submit an unlimited number of modifications, updates, and redesign requests for their digital property.

- **The Queue:** All requests are added to a centralized Client Queue.
- **Active Task Limit:** **SHIFT.** will work on exactly one (1) active request at a time.
- **Sequence:** Requests are executed sequentially. Once a task is completed and approved, **SHIFT.** immediately begins the next queued item. The Client may re-prioritize their queue at any time.

2. SCOPE OF COVERAGE

This agreement covers all elements of the website or web app architecture:

- **Content & Media:** Unlimited text updates, copywriting adjustments, and visual asset optimization.
- **Design & UI/UX:** Layout shifts, color scheme adjustments, and typography changes.
- **Structural Redesign:** Addition of new sections, page architecture shifts, or full-page redesigns.
- **Technical Tuning:** 3D component adjustments (Globe.gl/Three.js) and functional form modifications.

3. DELIVERY & TURNAROUND

- **Standard Requests:** Minor updates (text, images, CSS tweaks) are generally completed within 24–48 hours.
- **Complex Requests:** Major tasks (full page redesigns, complex animations, new functional blocks) are broken into milestones with an estimated timeline. No other queue items are processed while a major task is active.

4. ALL-INCLUSIVE VELOCITY

While the volume of requests is unlimited, the output velocity is strictly governed by the one-active-task rule. This ensures every update receives premium attention to detail and maintains **SHIFT.'s** high engineering standards.

5. AUTHORIZATION & TERMINATION

This support agreement operates as a continuous subscription (either month-to-month or via the 12-month promotional package).

- **Cancellation & Reactivation:** Terminating the subscription immediately pauses all active and queued tasks. To keep the website live and hosted after cancellation, the Client must transition to an **Annual Hosting & Domain Subscription**. The Client is welcome to opt back into the **Priority Elite Support** tier at any time in the future to resume unlimited development requests. (Note: Reactivation is subject to queue availability and the current market pricing at the time of reactivation)
 - **Price Changes: SHIFT.** also reserves the right to adjust monthly subscription fees with 30 days' written notice. Continued use of the service after the notice period constitutes acceptance of the new rate.
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