

INTRO PACKET

Hey there! Thanks so much for your interest in my WordPress services. I'm really excited to chat with you and learn more about your project, but first please go through this short packet to learn more about how I work, what I do, and the next steps of the process. If you have any questions just click the link to email me down below.



Shaylee Smith

WordPress Developer + Tech Wizard

contact@shayleesmith.com

www.shayleesmith.com

HI, I'M SHAYLEE

First things first, thanks again for considering hiring me to help with your website! I look forward to reading about your project and how I can help you and your business.

I've been building websites and working with WordPress for over 10 years. Creating new and amazing things for my clients is what I enjoy doing: solving tech issues, installing new WordPress features, and tweaking websites.

I pride myself on providing a high quality of work and an impressive turnaround time and most of my clients will agree.

Please take a few minutes to read this packet to learn how I work and my process.

OFFICE HOURS + COMMUNICATION

I'm available Monday through Thursday, usually during the afternoon and late evening in the Eastern Time zone.

It's quickest and best to communicate with me via email. Phone or voice/video calls must be scheduled in advance.

I do my best to respond to emails and requests within 48 hours, except for weekends and U.S. holidays.

If I don't get back to you right away please be patient! I get a lot of emails from current clients and new leads and I try to get to them in the order I receive them.

SENDING YOUR PROJECT

Just like a mechanic needs to look under the hood of your car to give you an accurate quote, I often need to go into your website to look around. Feel free to provide your login info, setup an admin account for me, or send me login details through [LastPass](#).

The more specific you can be about your needs the the more it will help to expedite the process of providing you an estimate and timeline.

It's easiest when you have a list of tasks, divided by category or page.

Examples:

GOOD	BAD
Website: Change heading font to Poppins Homepage: Change the slider image, change the text on the bio section, add an Instagram below the footer Contact: Setup contact form plugin -	I need help with my website, please get back to me, thanks! - There are some tweaks I need done to my homepage if you could help! -
I would like to install a popup opt-in form on my website. I use Mailchimp and have a rough design I created in the image attached. -	I've been having some problems with my website that I hope you can help with.
My website is loading very slow. I am hosted on Godaddy and here is my login information so you can take a look.	

PRICING + MY PROCESS

After we correspond about your project I'll give you a quote (starting at \$175) and my availability for your project.

Project quotes are based on the complexity of the tasks at hand and estimated timeline. I do not bill by the hour, with the exception of maintenance plan clients.

Depending on your web hosting there may be increased fees to accommodate for troubleshooting and issues that may arise.

You will be sent a proposal, contract, and invoice via email that must all be completed before beginning.

All invoices must be paid in full via Paypal to get your project on my schedule; however, if you need a more flexible payment plan that can be discussed.

After you pay the invoice I will request your login details if I have not already. [LastPass](#) is preferred to keep your details secure.

Small and one-time projects are typically completed in 5-7 days (after payment and deliverables are received).

If you want to tweak or make adjustments I'm happy to do so within reason. And if you experience any issues with the work I performed I'm happy to come back and troubleshoot.

CANCELLATIONS + RETURN POLICY

If for some reason you would like to cancel your project you can get a full refund if you cancel before work begins (usually within the first 24 hours).

Due to the nature of the services I provide, refunds are generally not provided. If for some reason you're not happy with the work I did please let me know and I'll do my best to accommodate you.

It's my job to make sure you're happy and pleased!

Thanks for reading! I hope this helped you in the process of hiring me or if you've already contacted me I should be getting in touch very soon.

SHAYLEE SMITH

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SEND YOUR PROJECT NOW