



Welcome to Miva’s Design Club! Included in your monthly fee is one hour of work for design, development or consultation from the Miva Professional Services Team. Any additional time is billed on a weekly basis. Unused hours do roll over to the next month, but max out at 12. Design Club membership is an initial 6 month commitment, followed by a month-to-month agreement.

What we’ll need:

- SFTP Access to your server
- A unique login name & password for your Miva Merchant Admin (administrator level)

How the system works:

- 1) Send a detailed explanation or list of requests to design@miva.com. This will create a ticket in our system and a developer will respond with any questions, and estimated hours for each item. (Please note that research and time spent preparing an estimate is considered billable.)
- 2) Reply to any questions and/or clarification requested. If task is projected to be more than an hour, please give developer the “OK” to move forward, preferably via e-mail.
- 3) You’ll get notification from the developer that your task is complete. Please take a moment to verify that everything was done as expected. Then we’ll close the ticket and move on to whatever is next.
- 4) You’ll also have a dedicated Account Manager to help organize larger projects, help you decide what to do next and confirm that a developer is working on your project.

Billing Process:

Each week you will receive a breakdown of hours logged toward your site. Any additional costs for modules or special requests will be clearly identified. You will automatically be billed for the notified amount toward the credit card on file. All hours are tracked and a detailed list of hours logged is provided at billing.

What Is Billable Time?

(Please note that this is not an all-inclusive list and should be referred to as a guideline.)

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| <input checked="" type="checkbox"/> Client consultation & project management | <input checked="" type="checkbox"/> Conference calls and meetings |
| <input checked="" type="checkbox"/> Development time and coding | <input checked="" type="checkbox"/> Creating process documents of work to be completed |
| <input checked="" type="checkbox"/> Project planning on process creation | <input checked="" type="checkbox"/> Writing custom instructions or directions |
| <input checked="" type="checkbox"/> Research and troubleshooting time | <input checked="" type="checkbox"/> Client training after the work is complete |
| <input checked="" type="checkbox"/> Email correspondence and phone calls | <input checked="" type="checkbox"/> Adjustment and revisions to previous work |

Terms & Conditions:

- Membership with the Design Club requires an initial **6 month** commitment. Beyond 6 months, clients may cancel their monthly service at any time.
- By joining the Design Club, you authorize us to charge your credit card for all completed work hours related to requests made via Design Club, without further approval by you.
- Accrued hours max out at 12 total hours. Upon cancellation, any accrued hours that are not yet used are forfeited.
- Early termination of this contract is subject to an early termination fee not to exceed the equivalent of remaining monthly payments to meet the 6 month commitment.
- Clients must submit a cancellation in writing to their appointed Account Manager.

COMPANY NAME _____ DATE _____

SIGNATURE _____ PRINT NAME _____

PLEASE SIGN AND FAX OR E-MAIL THIS COMPLETED FORM BACK TO US, SO WE MAY BEGIN WORK ON YOUR SITE. FAX NUMBER: 858.731.4200 OR E-MAIL YOUR ACCOUNT MANAGER