

MAINTENANCE & HOSTING AGREEMENT

1. INTRODUCTION

This Agreement governs the ongoing hosting and maintenance of websites built and managed by AI Takes Axion Ltd on behalf of the client. It applies from go-live and continues on a rolling monthly basis.

2. HOSTING

Websites are hosted on the Company's GoHighLevel platform. Hosting includes website files, SSL certificate, basic uptime monitoring, and platform updates. Hosting does not include website edits, SEO, or design changes unless separately agreed.

Hosting Fee

Hosting is included as standard across all packages at no additional monthly charge. The client is responsible for annual domain renewal fees.

Non-Payment

If a payment fails, the Company notifies the client and allows 14 days for resolution. After 14 days the site may be suspended. After 30 days the Company may permanently remove the site.

3. SITE OWNERSHIP

The client owns all content and design assets created for their website, subject to full payment. The hosting platform, framework, and proprietary systems remain the Company's property.

4. MAINTENANCE

Retainer clients (Growth or Full Service): maintenance included — minor content updates, security updates, form checks, and monthly SEO activity.

Hosting-only clients (Starter): maintenance not included. Content updates are quoted on a per-request basis at £85/hour.

5. TERMINATION OF HOSTING

By the Client

30 days written notice required. Hosting fees continue during the notice period. No refunds for unused days.

By the Company

30 days written notice, or immediate termination for non-payment or breach.

Site Options on Termination

- Export — the Company provides available site files. Platform-specific features may not function after export.
- Hosting-only — continue at a reduced fee with no active service included.

6. DOMAIN MANAGEMENT

Annual domain renewal fees are the client's responsibility, invoiced annually. Failure to pay renewal fees may result in the domain lapsing. The Company is not responsible for domain loss due to non-payment.

7. UPTIME & AVAILABILITY

The Company aims to maintain reliable hosting but does not guarantee 100% uptime. Service may be affected by third-party platform maintenance outside the Company's control.

8. GOVERNING LAW

This Agreement is governed by the laws of England and Wales.