



Mountain Media's Successful Website Guarantee

With over a decade of experience helping businesses to succeed on the Web, Mountain Media has established a reputation as the website provider who's committed to being here when you need us, and to staying with you for the long haul.

It is through these years of proven successes, we came to recognize that our job is not simply to build a website for our client but to help them grow their business online. We're so confident in our ability to achieve this through the creation of professional, high quality websites and support, that we actually guarantee it!

100% 60 Day Money-Back Guarantee

If, after 60 days you're not completely satisfied with your new site, we'll either keep working on it until you're happy, or refund your money, it's that simple.

Our 6-Point Website Guarantee

1. Conversion-Expert Design Guarantee

A web site design is not just about colors and images. At Mountain Media, we recognize that a successfully designed site includes a number of elements that help convert visitors into sales. Our design guarantee promises that in addition to providing you with a custom, professional *looking* web site design, our team will implement the following conversion elements during the design process:

- The proper sizing and placement of your company logo
- A homepage advertisement with clear messaging, supporting imagery and call-to-action
- A well-planned and search-engine friendly navigation structure
- A properly sized and executed masthead
- A site-search component
- The proper placement and application of any relevant site seals or affiliations
- An appropriate and search-engine friendly site footer
- Proper placement of your customer service phone number
- A Javascript-powered contact-us form with multiple fields
- Proper placement of SSL, security seals and 3rd party scanning vendor logos (if applicable)

2. Search Engine Friendly Guarantee

Mountain Media's eCommerce and Content Management Systems were designed with search-engine visibility in-mind. Our websites are developed to be XHTML 1.0 strict compliant and are 100% Google indexable. In addition to this, our platform both allows you to create unique title tags, meta descriptions and keywords for each of your pages or it will automatically generate your title tags and meta-descriptions for you based on your product and category names. Our platform will also generate clean URL strings including keyword-rich file names. Lastly, Mountain Media's Search Marketing Team will also hand-craft keyword rich, topic relevant title and meta tags for up to eight (8) of your site's pages prior to deployment, at no additional charge.

3. On-Budget Guarantee

At Mountain Media, the sales process is simple and straightforward. Your proposal will include precise details and costs for each and every service or product that you choose to engage us for. We will clearly explain your proposal and all upfront and ongoing costs and encourage you to ask questions until you're

satisfied. We guarantee no surprise charges or “nickel and dime-ing” tactics. If you opt for upgraded services in the future, we’ll provide you with a new quote to detail the new products or services.

4. 30-Day On-Time Guarantee

Once you have approved and signed-off on the website design, we will complete your site implementation within 30-days (provided all feedback, design material, images and web page content for the site has been supplied to us by you in the proper format within the timeframes set forth in the project schedule). If we cannot make this deadline, we will let you know what will be completed in time for deadline and will knock 10% off of your website setup investment!

*30-Day Guarantee does not apply to custom development projects.

5. Quality Assurance Guarantee

Before being published to the Web, your site will be “put to the test”. Our team follows a rigorous 72-point inspection and review process to ensure that all links, navigation, browser compatibility, content, DNS, SSL, image treatments and transactional processes are working properly. If we find any errors, we’ll work quickly to rectify them.

6. PCI Compliant Guarantee

Mountain Media is dedicated to preserving the integrity of your data and to reducing fraud in the online transaction environment as a whole. We guarantee our processes and hosting environments to be PCI compliant and we continue to invest enormous resources to the maintenance and rigors of our secure environment year after year. As an online merchant, you are also required to maintain a PCI compliant environment for your business but you can rest-assured that if you select Mountain Media as your ecommerce partner and hosting provider, your role in the compliance process is greatly minimized.

Website Guarantee Terms & Conditions

Mountain Media’s website guarantee applies to standard Mountain Commerce and Mountain Publisher design packages and is not valid for custom projects, custom development, partial packages or other services that the company offers. This guarantee does not apply to project cancellations for any other reason other than dissatisfaction of Mountain Media’s services. Cancellations due to other circumstances (going out of business, financial woes, unforeseen circumstances, the client’s inability to fulfill the contract, etc.) are subject to the cancellation terms as defined in the Service Agreement.

In order to claim a refund on the basis of this guarantee, the client must provide written notice of their request to cancel the project prior to 60 days after the signing of Mountain Media’s standard Service Agreement. Notification of cancellation that occurs after 60 days is subject to the cancellation terms as defined in the Service agreement and is not subject to a full refund.

Upon activation of the money-back guarantee, Mountain Media shall retain all rights to work performed or delivered up to the time of cancellation including owning all rights to any graphic art files and text-based files (“native files”) developed by Mountain Media for the Client’s use during this project to generate HTML pages, Web-optimized text or graphics, PDFs, and Web-ready files of a similar nature. Native files include MS Word docs, as well as BBEdit, Photoshop, Illustrator, and Fireworks files and other files in a similar, customary format intended for the development of Web sites.