



Version 1.1



CREATIVE
YADLEY

www.creativeyadley.com

TABLE OF CONTENTS

General Questions.....PAGES 4 TO 12

Payments and Subscriptions.....PAGES 13 TO 19

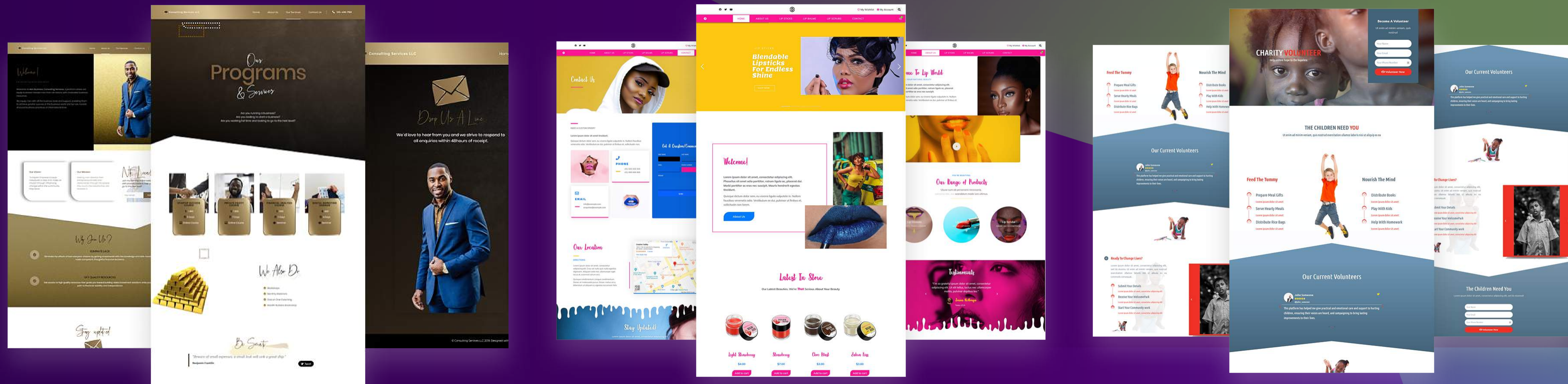
Domains, Emails and Hosting.....PAGES 22 TO 25

Finding Help When You Need It.....PAGES 26 TO 30

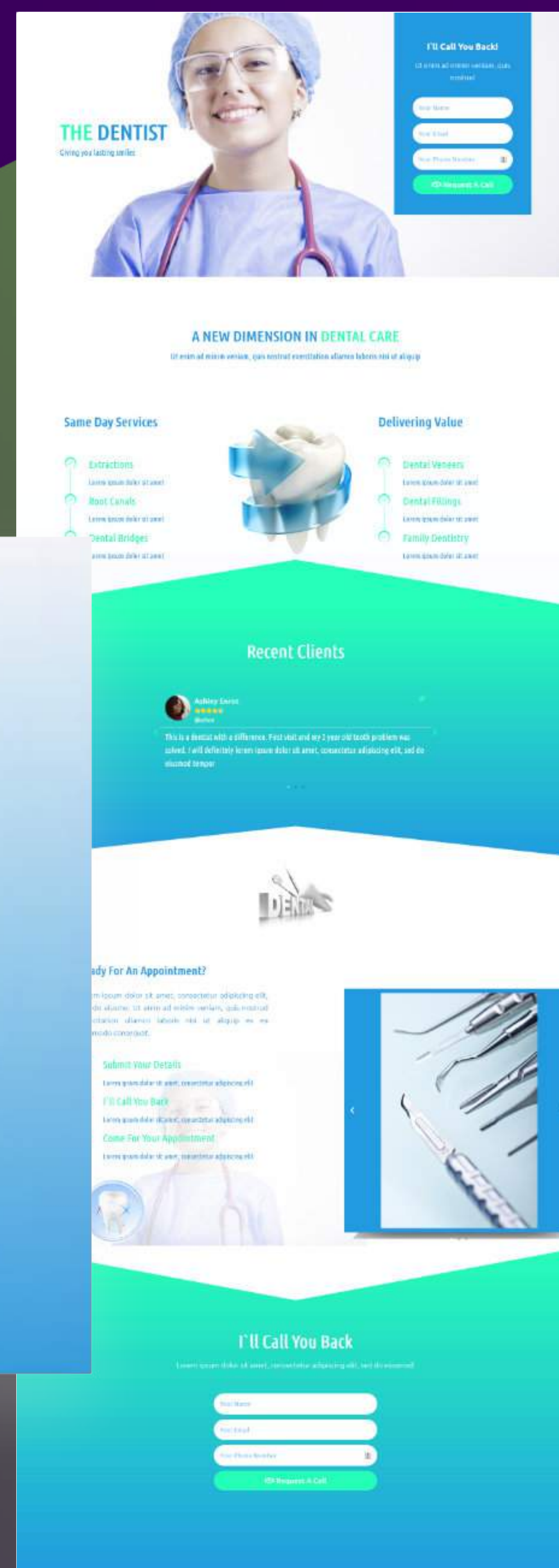
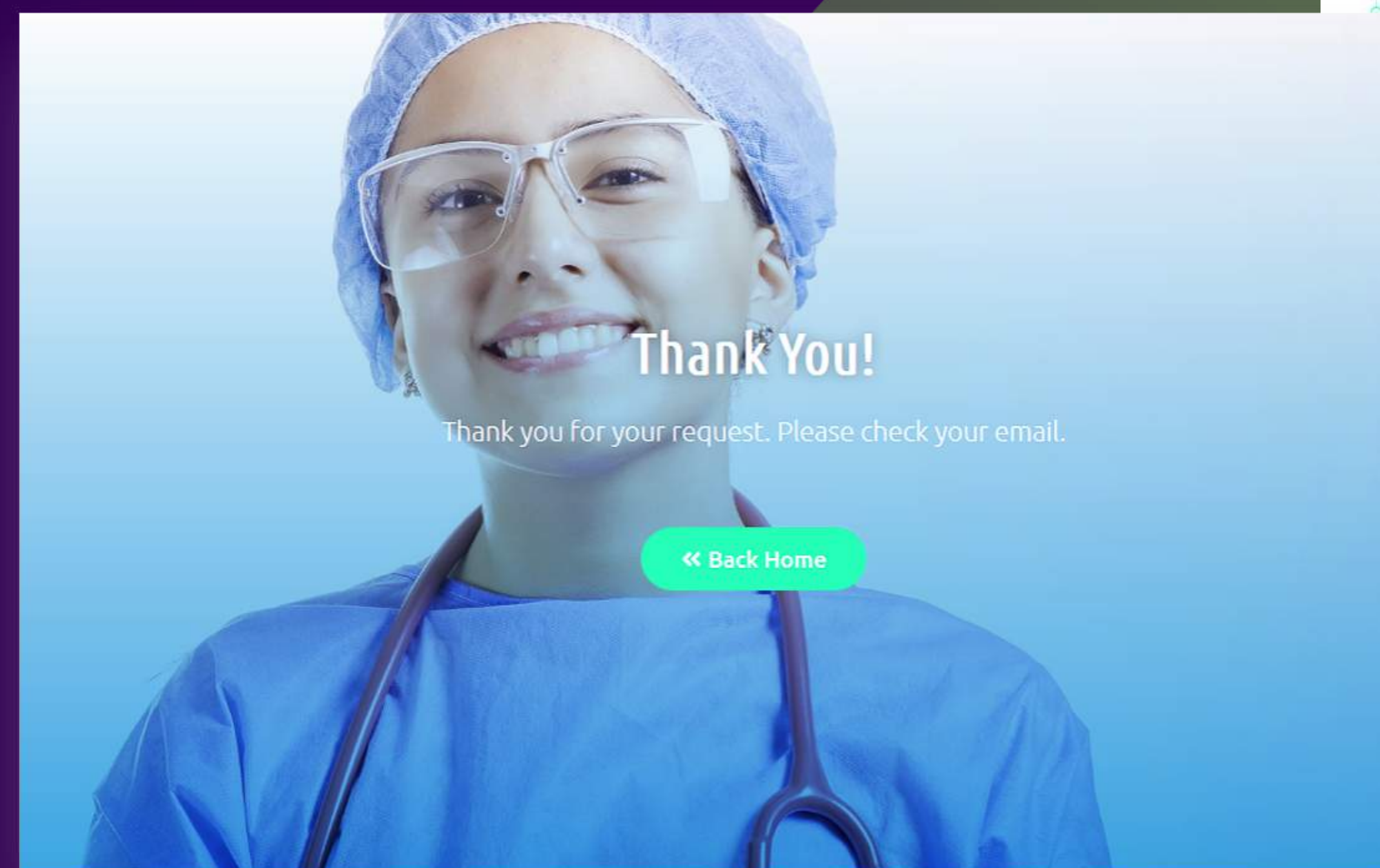
GENERAL QUESTIONS

A Ready-Made Website is literally a website that is already set up and ready for customization/use by the end user. Think of it as a ‘template’ or an all in one solution for anyone who needs a website for their business. With us you not only get a Ready Made Website but a holistic package that includes one year FREE hosting, a FREE domain, security and quality support.

WHAT IS A READY-MADE WEBSITE?



CAN I ADD MORE PAGES & FUNCTIONALITY TO MY WEBSITE?



You can add more pages and introduce new functionality to your website on your own – it is easy. The Elementor page builder that comes installed on your website/landing page gives you that design flexibility.

However, if you do not like to DIY (do it yourself), for additional functionality beyond what is available on the Ready-Made website, feel free to get in touch with us for a separate estimate.

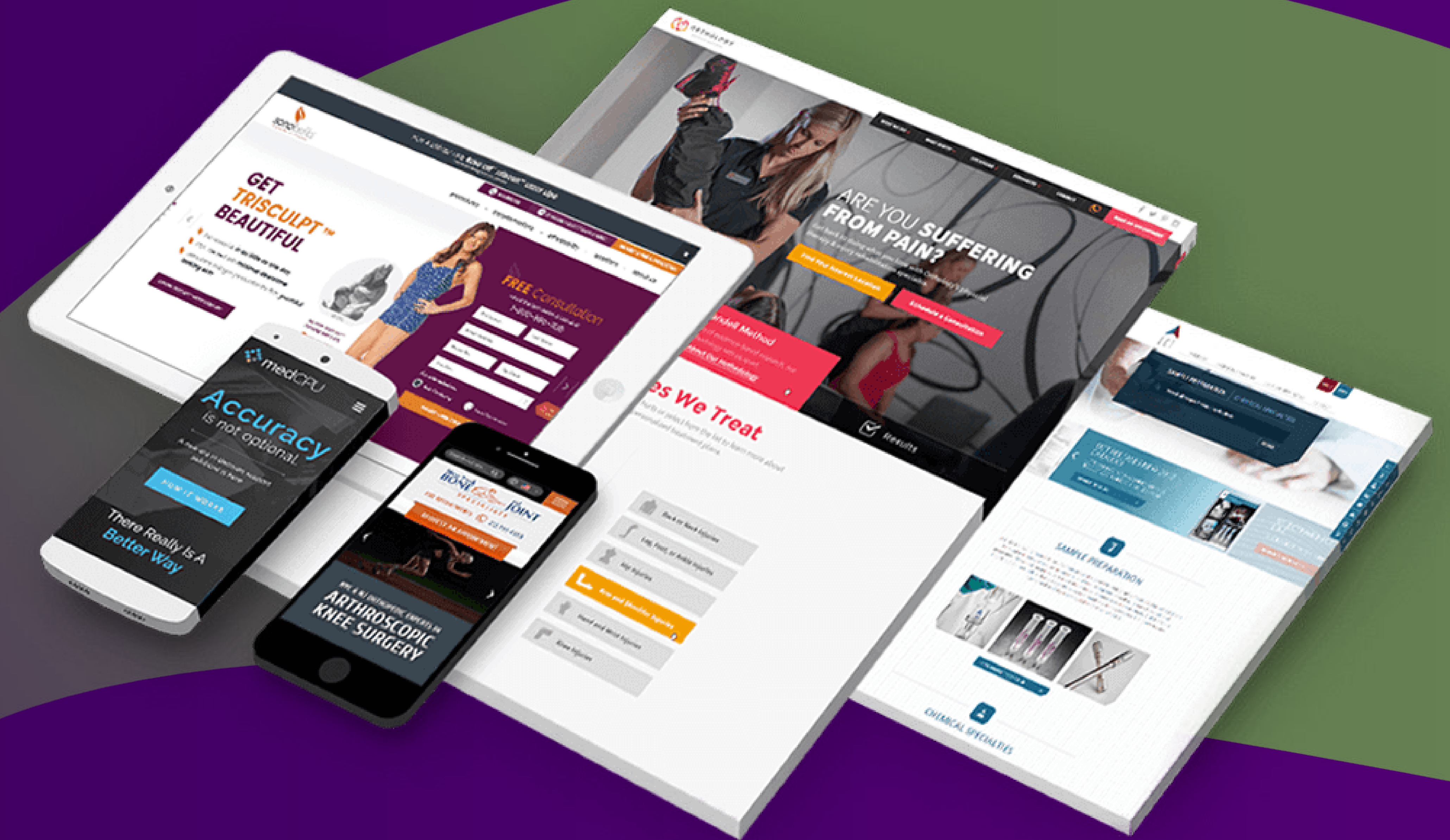


YES! We will gladly install, set up and customize your website for you.

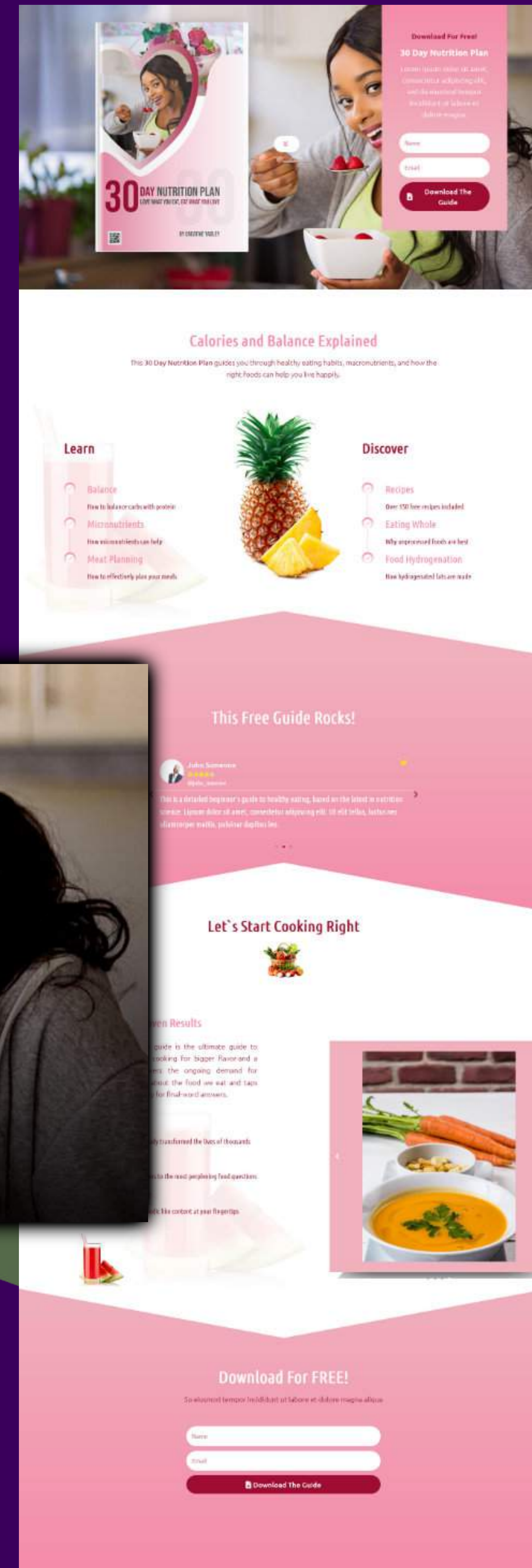
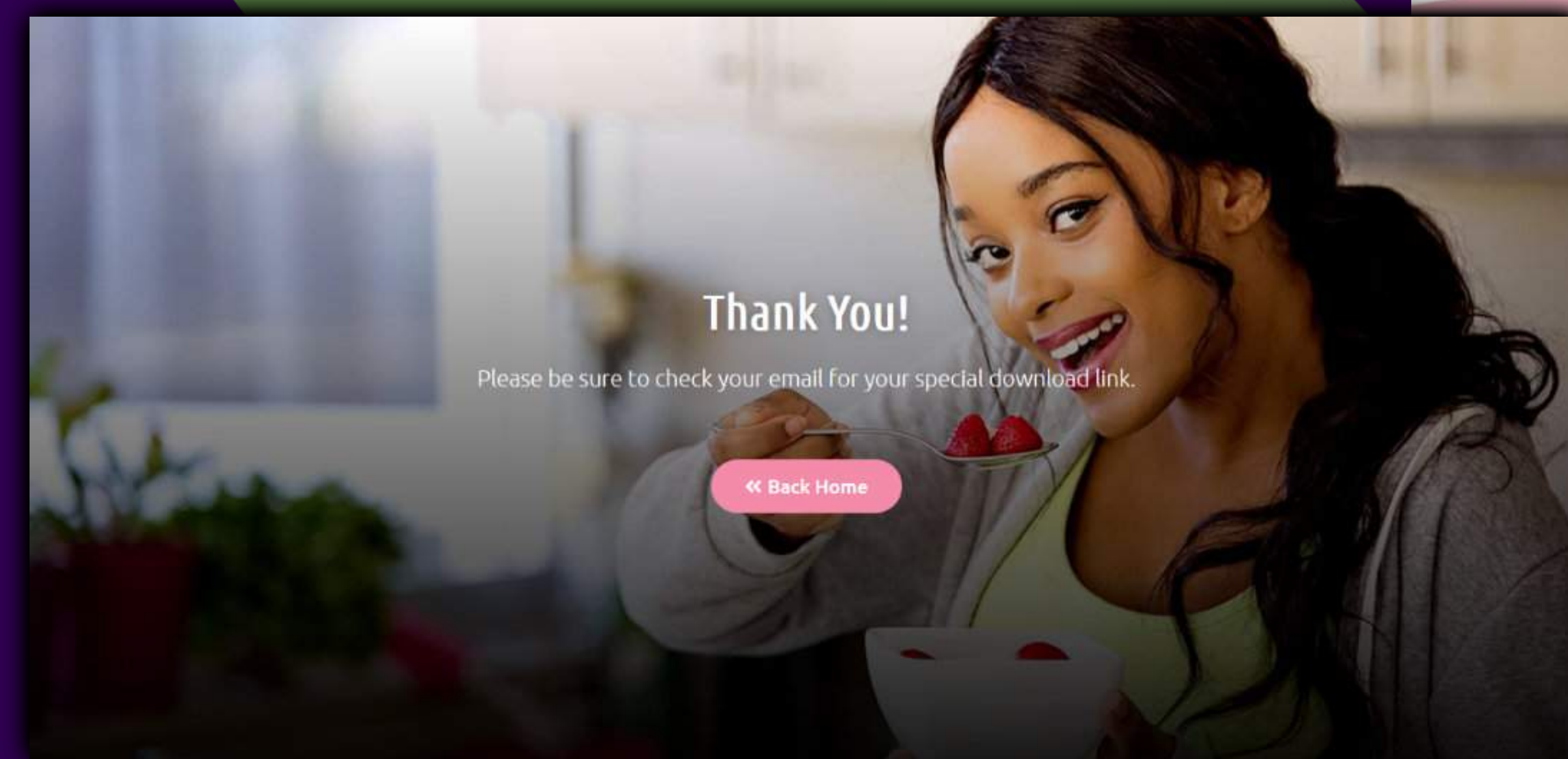
Customization is only \$99. This option is available as you checkout your Ready-Made Website/landing page.

After submitting your payment, we expect you to provide us with all the text and high-resolution images that you would want us to put on the website. If you have no images, don't worry. You just need to tell us the type of images you would like and we will use high resolution royalty-free images for your site.

**I AM NOT GOOD WITH DIY
CAN YOU JUST DO
EVERYTHING FOR ME?**



WHAT IS A LANDING PAGE?



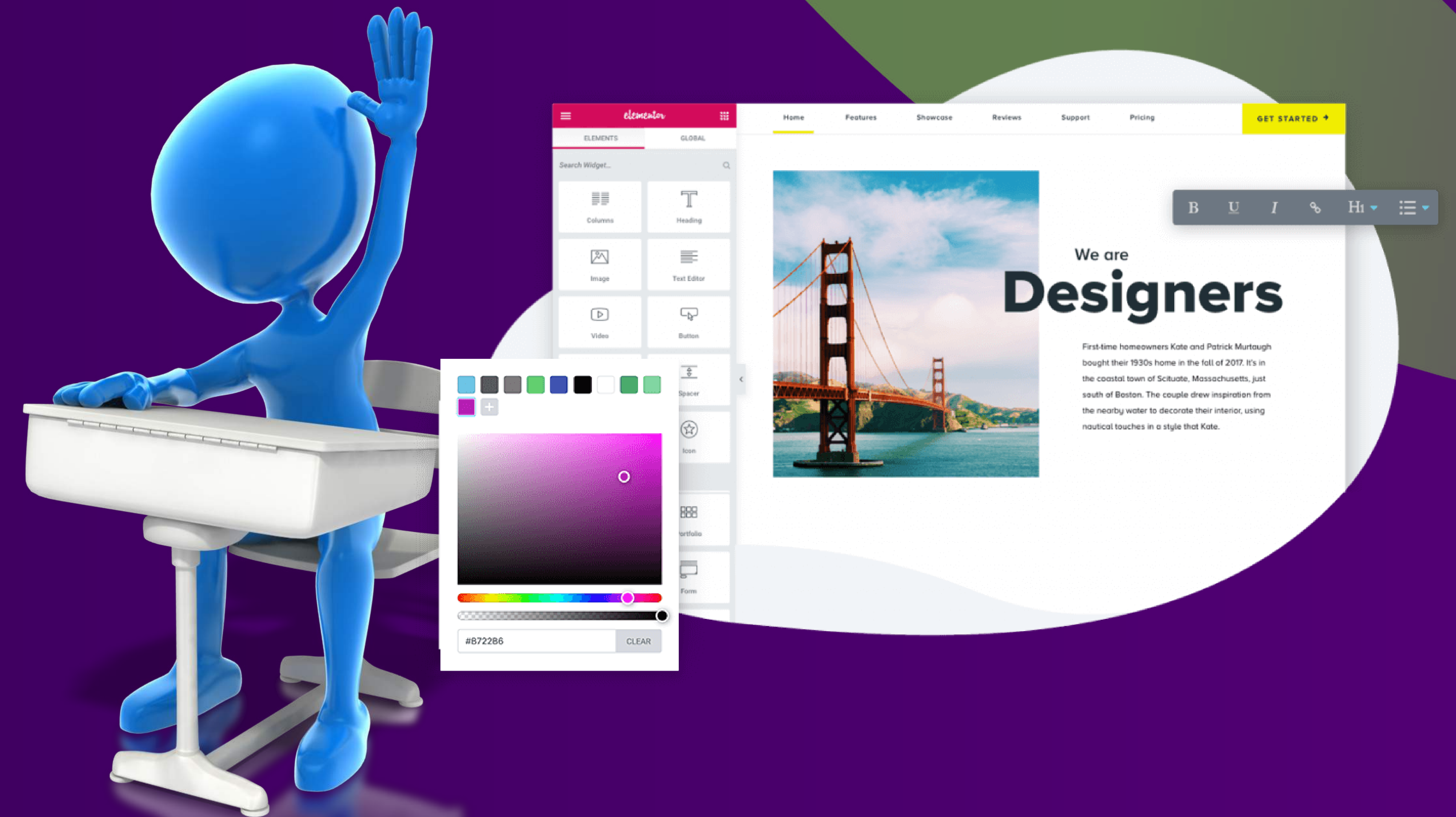
A landing page is a standalone web page created specifically for a sales, marketing or advertising campaign.

Unlike our Ready-Made Websites which typically have numerous goals and encourage exploration, landing pages are designed with a single focus or goal known as a call to action (or CTA, for short).

Upon purchase of the Ready Made Website /landing page we will provide you with a Quick Start booklet and important links to our knowledgebase where you can go through more tutorials that will guide through customizing your website.

Please note, as each person's learning speeds are different, **we can not guarantee** that you will completely understand all the tutorials. You will need to have at least a basic understanding of how to use a computer in order to get to grips with the customization process.

WILL YOU TEACH ME TO EDIT THE CONTENT OF THE WEBSITE ON MY OWN?



WILL I GET FULL ACCESS TO MY WEBSITE?



Yes, you will have full access to the **backend** and **front end** of your website/landing page.

After we are done with the installation of your website, we will email you all the necessary login credentials i.e control panel and WordPress admin details. At this point, you will be free to start updating the website content as you please.



WHAT`S THE DIFFERENCE BETWEEN INSTALLATION & CUSTOMIZATION?

After you purchase your Ready Made Website/Landing Page for \$99, you have two options:

1. D.I.Y (Do It Yourself) **OR**

2. Get professional help

1. If you decide to D.I.Y (do it yourself), we provide you with documentation that will help you out with customizing the website/landing page. Customization is changing the images, colours and text on your website/landing page.

However, before that – we will first have to **install** the website/landing page for you so that you can be able to **customize** it. Installation is setting up your domain, hosting account, SSL Certificate and all other related technical details.

2. Should you opt to get professional help, for an additional \$99 we will customize the website for you, i.e change the colours, text and images for you so they match your brand style.

All our Ready-Made Websites and landing pages are built on WordPress. We researched the marketplace and found that WordPress offers amazing versatility in addition to great scalability.



**WHAT PLATFORM
DO YOU DESIGN ON?**

CAN YOU HELP WITH MYSHOPIFY/WIX WEBSITE?



Whilst Shopify and Wix are certainly within our skillset (and we have used those platforms extensively before), we are solely focusing on WordPress at the moment.

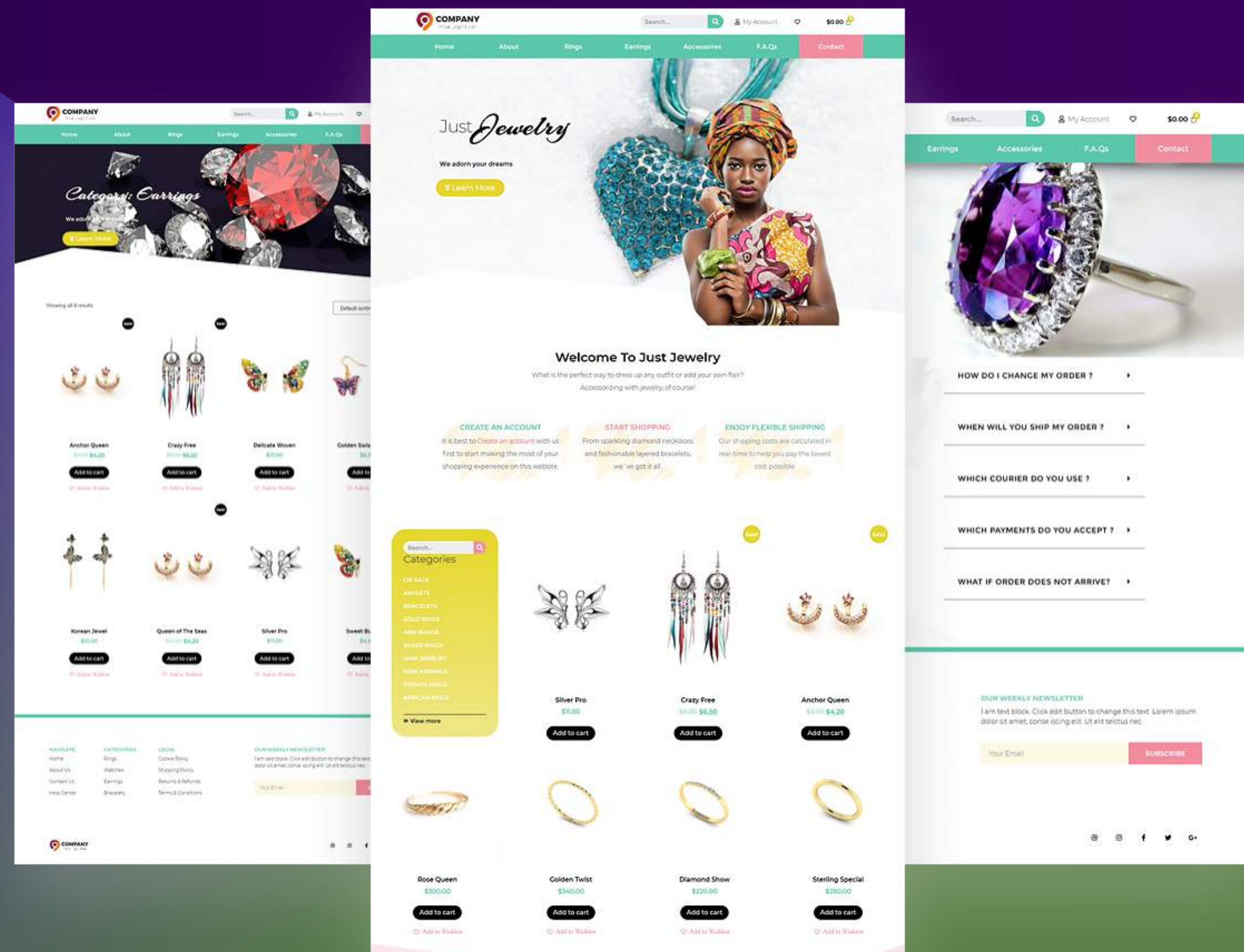
Regrettably, we recommend that you look for another service provider to help you with your Wix/Shopify website.

PAYMENTS AND SUBSCRIPTIONS

WHAT DOES THE PRICE INCLUDE?

The \$99 includes everything to get you started with your new Ready-Made Website/Landing Page:

- ★ FREE SSL Certificate
- ★ FREE Domain for 1 year
- ★ FREE Hosting for 1 year
- ★ Professional Support
- ★ Website Security Setup
- ★ Guide Documentation
- ★ Website Installation
- ★ Free Elementor Pro Page Builder (valued at \$49)



AFTER I PAY \$99 WILL YOU CHANGE THE CONTENT ON MY SITE?

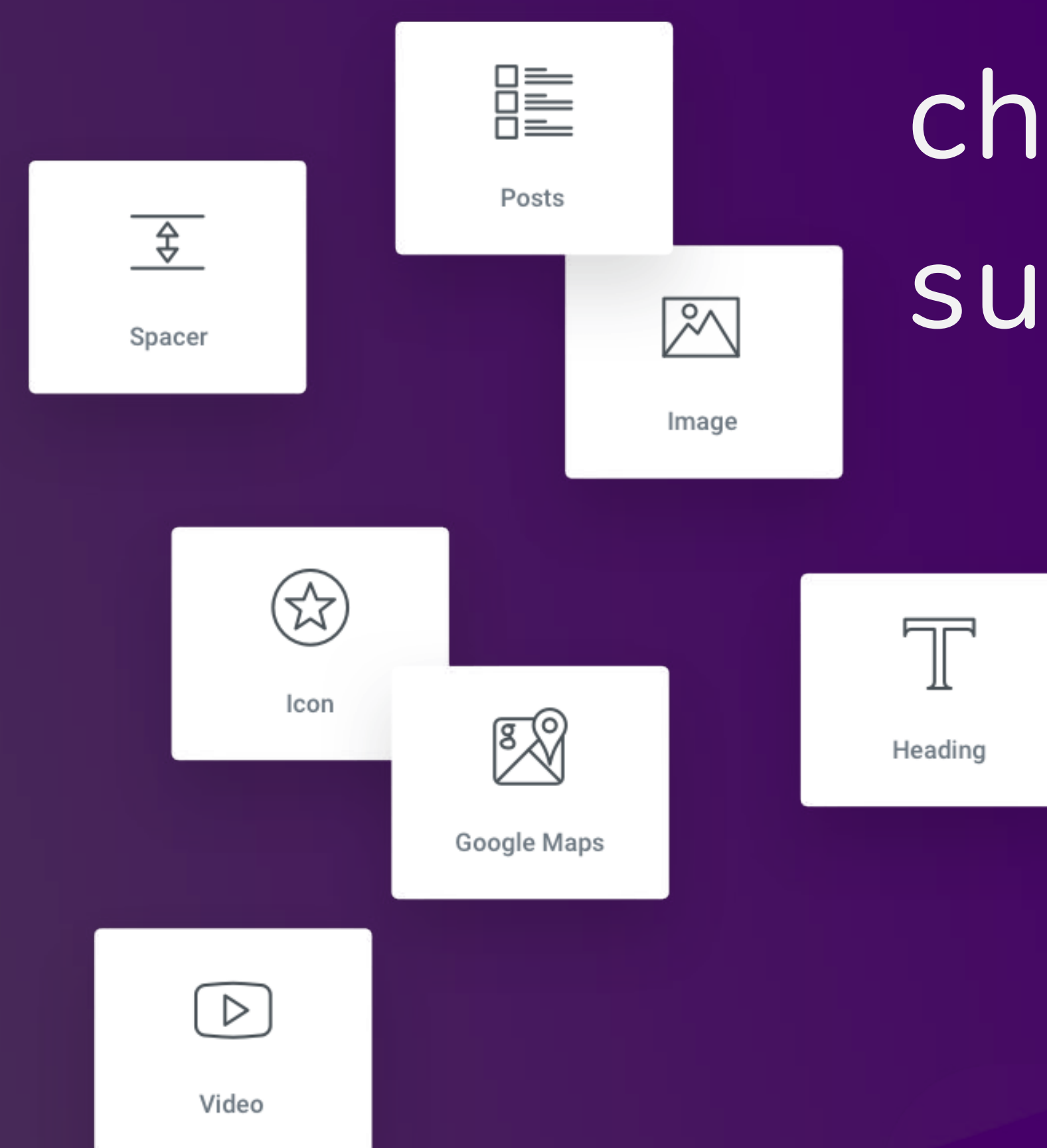
Sorry, the answer would be NO!

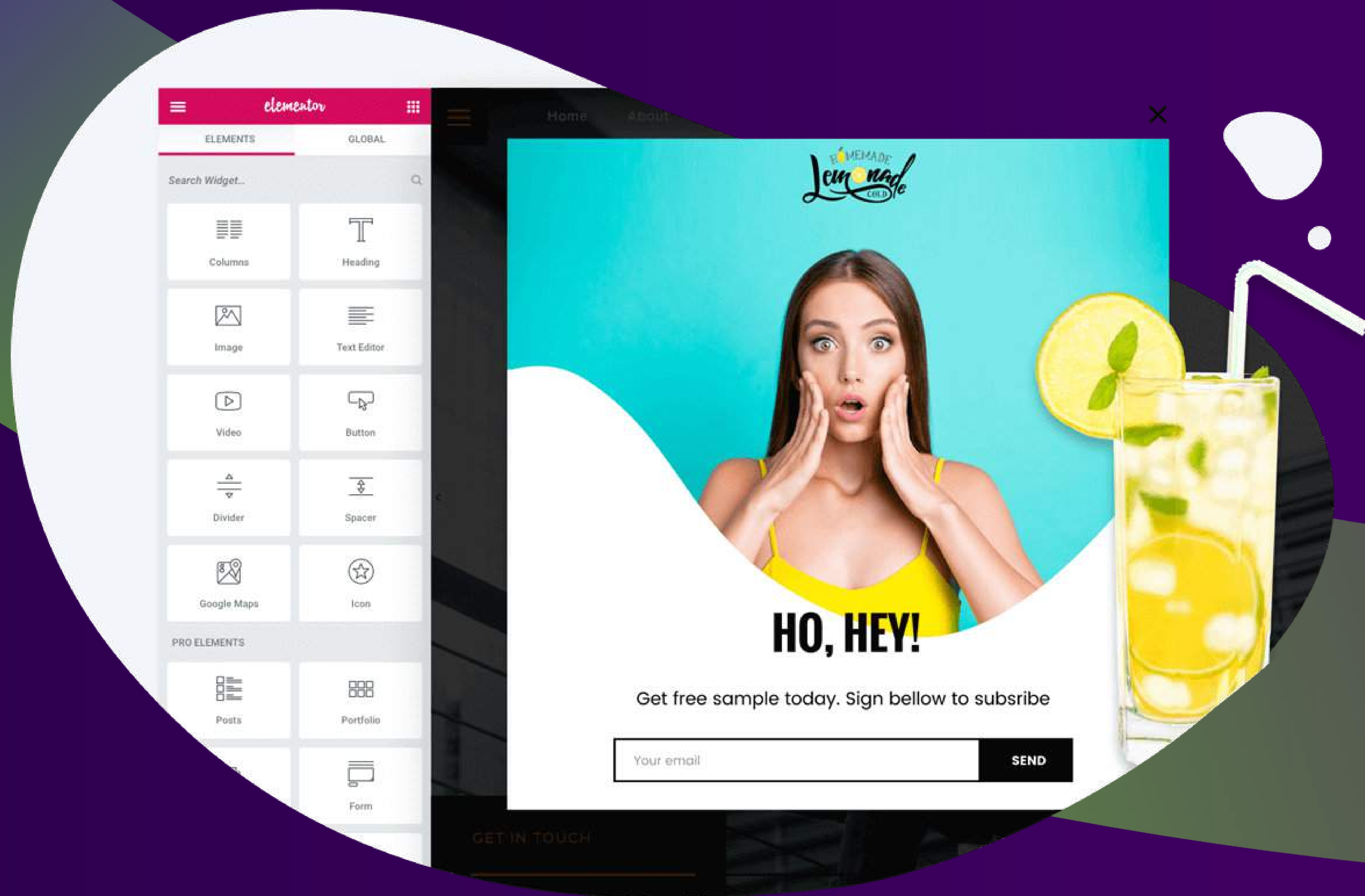
After you pay \$99, we will only **install** your Ready Made Website on your domain. This installation includes Domain Registration, Web Hosting Setup and SSL Certificate installation.

Customization of colors, images and text requires an **additional** fee of \$99. This option is available at checkout.

How it Works –

After paying the \$99 we will provide you with documentation that will enable you to customize the website on your own. Should you face any challenges you can contact our support team anytime.





HOW LONG WILL IT TAKE TO SETUP MY WEBSITE?

Our team will **install** your Ready-Made website or landing page in just 72 hours. This installation includes Domain Registration, Web Hosting Setup and SSL Certificate. When everything has been fully setup we will notify you via email.

WHAT DOES THE PRICE EXCLUDE?

The \$99 DOES NOT INCLUDE the following:

E-Commerce Integration - If a store is not already included in the original website design, an additional fee of **\$69** is required to add e-commerce capabilities.

Website Customization – You will change your website's text, colors and images on

your own and we will give you documentation to guide you as you customize your website on your own. Should you want us to customize the website for you (changing text/images etc) an additional once-off fee of only **\$99** is required).

Email Address - To create and host your professional email address e.g info@yourbusinessname.com an additional fee of only **\$39/year** is required)

WHAT PAYMENT METHODS DO YOU ACCEPT?



We accept payments via PayPal and via all major cards (VISA, MasterCard, American Express, Discover etc). Please note that the available payment methods may change depending on your region. We also accept payments via direct bank transfer.

After submitting your order, you will be prompted to fill in your billing information and will be able to choose your credit card. It's that simple!

DO YOU OFFER REFUNDS?



We regret to inform you that all sales are final and **we do not issue refunds** for digital products once the order is confirmed.

We recommend contacting us for assistance if you experience any issues with using any of our products or services. Should you decide to cancel your service with us, please be reminded once again that there are **no returns** or **refunds** applicable.

DOMAINS, EMAILS AND HOSTING

WHICH TYPE OF DOMAIN DO I GET ?





I ALREADY HAVE A DOMAIN. HOW DOES THIS WORK?



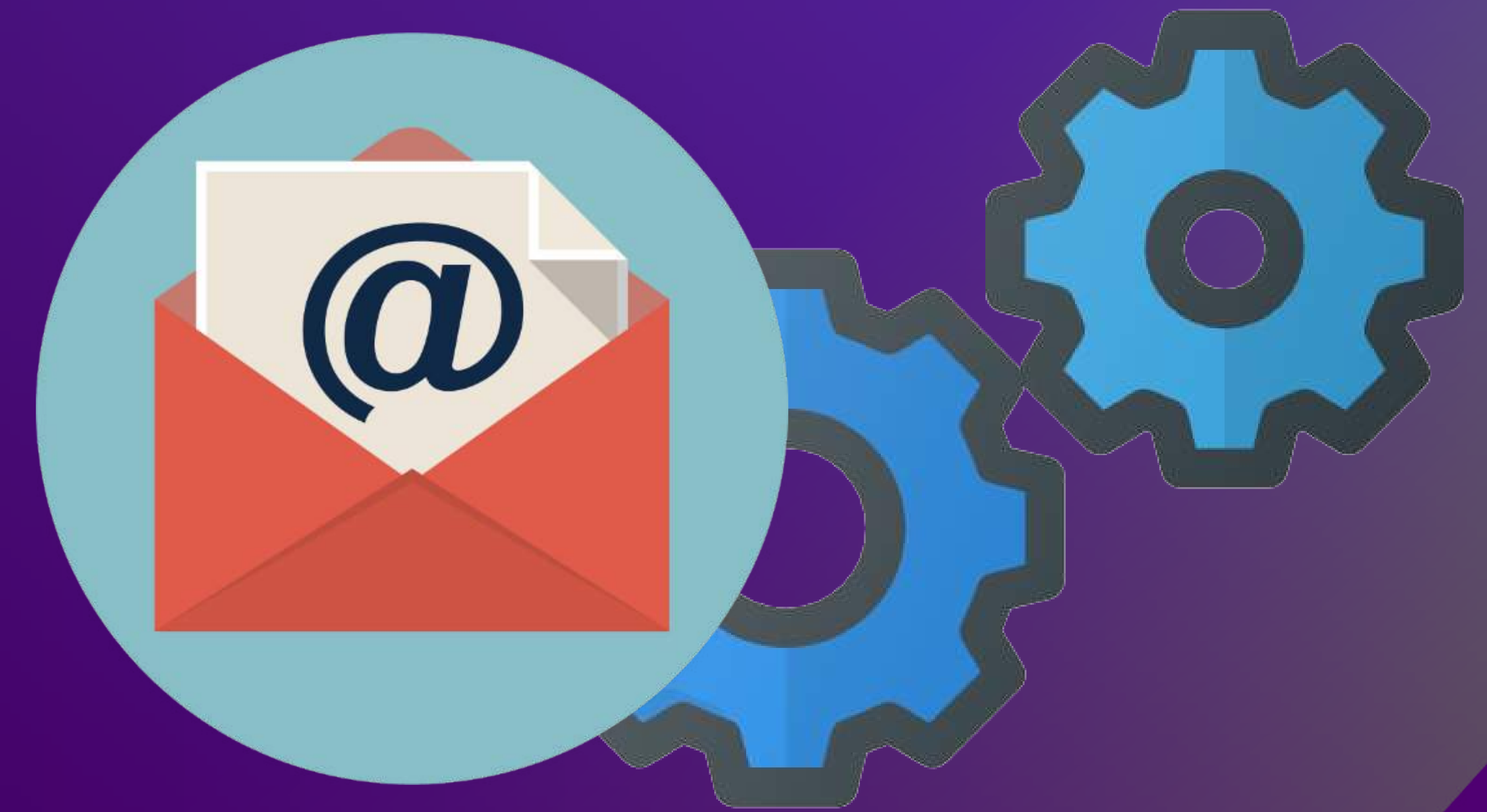
We will POINT your domain to your new website that you purchased from us. For this, we will need administrative access into the hosting account where the domain is hosted, e.g your GoDaddy account. Once we log in, we will setup your DNS records to point to your hosting account with us. Sharing domain login details with us is safe and you can always change your password after we are done with the settings.

Your domain remains in your name and you will have to settle all your domain recurring subscriptions with your current domain host.

Sure. For only \$39 per year we can provide you with a professional email account such as **yourname@yourdomain.com**. It takes us only 24 hours to set up this account for you.

You can add the email address option to your cart on checkout and you can add as many email addresses as you need.

DO YOU HELP WITH MY EMAIL SETUP?



WILL YOU SETUP THE WEBSITE ON MY OWN SERVER?

Sorry, we will **not** set up the website on your own server/3rd party hosted server.

However, after we are done with installation and setup you are free to migrate the website to your preferred host at your discretion.



WHAT HAPPENS AFTER THE ONE YEAR OF FREE HOSTING?

Domain: For your domain to remain active, you are required to pay \$19 per year for it's renewal. This has to be done annually and the price is subject to change. However, the price is usually not more than \$20. It is important for you to ensure that your domain is renewed annually before you are at risk of losing this valuable asset to someone else. This is an

International requirement as regulated by ICANN – The Internet Corporation for Assigned Names and Numbers.

Hosting: After the expiry of your one year free hosting with us, feel free to look for an alternative hosting provider or renew your hosting with us for only \$99/year. The choice is yours.

FINDING HELP WHEN YOU NEED IT

WILL YOU BE AVAILABLE TO MAKE MORE CHANGES/ ANSWER QUESTIONS AFTER MY SITE IS LIVE?



Sure, why not? After the website is live you are entitled to one set of free changes that you can submit via our ticketing system/via email. After we have completed your free set of changes, we will still be open to receiving more changes from you but a separate estimate will be provided.

We see your website as an ever-evolving marketing tool, so we're happy to answer questions through email, live chat or tickets for any questions that may crop up.

Whilst we will not shut you off if you do call, we really do not prefer to offer support via calls. In all honesty, calls waste important time.

Instead of calling, we prefer that you put your requests in writing via support tickets. Unlike calls, support tickets offer us the ability to assign team responsibilities, send or receive screenshots, bookmark/trace important conversations, assign project timelines, share important links and more.

**IF I NEED SOMETHING
FIXED ON MY WEBSITE
CAN I CALL YOU?**



HOW DO I OPEN A TICKET?

Once you purchase any product from us, your account with us is automatically created. In your account (Client Area) with us you will have the option to click on 'Open Support Ticket' and you can simply follow through the easy prompts.

If this sounds too complicated for you, simply email us on support@creativeyadley.com. Any email you send to this address will be automatically converted to a ticket by our system.

You can also contact us via WhatsApp on +1 (307) 683 - 5500.

You can also click on the 'Chat With Us' button located at the bottom right of our website creativyadley.com.

On social media we are available on Facebook, Instagram and Pinterest.

HOW ELSE CAN I CONTACT YOU?

