

01 / ENGAGEMENT & INVESTMENT

Website services agreement

Custom storefront development, Square setup, optional services, and ongoing care.

This Agreement, dated **September 10, 2026 (09.10.26)**, is between the legal person or business identified on page 6 as **Artisan Workshop (Provider)**, represented by Matthew Weaver, and the legal person or business identified on page 6 as **Ross & Lee (Client)**, represented by Jen. It becomes effective on the date the last party signs. The document date does not backdate Client's signature.

01 Project and fees

Provider will develop the Ross & Lee candle storefront at **rossandlee.com** and configure the services described in this Agreement. All amounts are in U.S. dollars. The base fee is fixed referral pricing, not a per-page charge.

SERVICE	FEE	WHEN APPLICABLE
Website development + Square setup	\$2,500	Required base project
Business email + Outlook setup	\$350	Only if selected on page 6
Shipping service setup + integration	\$350	Only if selected on page 6
Managed hosting + light maintenance	\$49 / month	Begins at website launch

One-time total: \$2,500 with no add-ons; \$2,850 with one add-on; \$3,200 with both. Unchecked add-ons are not purchased. Later additions require written approval of scope, price, and timing.

02 Payment and additional costs

50% payment is due at signing; the remaining 50% is due upon completion. The initial payment is \$1,250, \$1,425, or \$1,600 based on selected services. The matching balance is due upon completion of the agreed scope and Client acceptance under Section 7. Other invoices are due within 7 calendar days. Hosting is billed monthly in advance from launch; signing does not by itself authorize a bank or card debit.

Client separately pays domain renewal, Microsoft licensing, Resend or other third-party subscriptions, payment processing, postage, insurance, equipment, and any applicable taxes on Provider's services. Provider will obtain written approval before incurring a new third-party charge on Client's behalf. The hosting and maintenance services included in the \$49 plan are described in Section 9.

Changes and work outside this Agreement require a written quote or change order accepted by both parties before work begins. No unspecified hourly rate or automatic overage charge applies.

02 / INCLUDED WORK

What will be delivered

The agreed storefront structure, connected commerce workflow, and optional setup services.

03 Website and launch package

Pages: Home; About; Shop with core and seasonal collections and size filtering; reusable product detail pages; Stockists; Contact with general and wholesale inquiry forms; and pages for Client-approved privacy, terms, and shipping/returns policies.

Build: Custom desktop, tablet, and phone layouts; initial product catalog and variation setup; cart and secure Square payment integration; basic checkout shipping charges using Client-approved presets; and simple authenticated controls for agreed website content. Database, media storage, and integration records will use suitable Replit services under Provider's account.

Connections: Square catalog and inventory synchronization with sold-out states, event-driven updates and periodic reconciliation; order confirmations and inquiry notifications through Resend; and GoDaddy DNS connection while Client retains its domain account. Square is the inventory source of record. Checkout rechecks availability; brief sync delays and simultaneous sales remain possible and require reconciliation.

Launch: Basic page titles, descriptions, sitemap and indexing setup; testing of browsing, checkout, stock updates, notifications, and forms; deployment after written launch approval; and one remote training session of up to 60 minutes with a short operating guide. Basic keyboard, label, contrast, and responsive checks are included; no accessibility certification is promised.

04 Square, taxes, and business operations

Provider will assist with one Square business account and initial selling location, catalog entry, inventory tracking, and agreed in-person event settings. Client completes identity and bank verification, accepts provider terms, and supplies starting stock. Client manages products, prices, inventory adjustments, in-person sales, orders, refunds, disputes, fulfillment, and customer service.

Provider implements and tests **tax rules approved in writing by Client or Client's tax adviser**. Provider does not determine nexus, registration duties, exemptions, or filing obligations, and does not provide legal or tax advice. Client is responsible for tax registration, correct rules and updates, filing, and remittance. A new automated tax service or multi-jurisdiction integration requires separate scope and approval.

03 / OPTIONS & DELIVERY

From kickoff to launch

Optional services, shared inputs, and a straightforward approval process.

05 Optional services and exclusions

Email add-on: One branded Microsoft 365 mailbox, DNS and email authentication setup, delivery tests, and Outlook setup on one phone. Licenses are extra. Existing email/contact migration and additional mailboxes are excluded unless separately approved.

Shipping add-on: One selected service, package presets, order/label/tracking workflow, testing, and training. The parties will approve the provider and specific supported connections before setup. Pirate Ship, Shippo, or Client's existing service may be reviewed. Unsupported APIs, live carrier checkout rates, or custom automation are not assumed included; if no suitable workflow is approved, this add-on is cancelled and its fee refunded or credited.

Not included: A wholesale ordering portal, customer-specific pricing, subscriptions, custom customer accounts, photography, branding, original copywriting, policy drafting, marketing campaigns, major data migration, or a guarantee of sales or search ranking.

06 Schedule and Client inputs

The working target is **3 to 4 weeks** after signature, initial payment, receipt of required content and access, and kickoff confirmation. The parties confirm the actual start and target launch dates in writing. Client supplies licensed logos/photos, product data and weights, variations, prices, stock, stockists, policy text, approved tax and shipping settings, account access, and timely feedback. Missing inputs, changes, or third-party reviews extend the schedule reasonably.

07 Revisions, review, and acceptance

The project includes **two consolidated revision rounds** within the approved scope. Client responds to each review request within 5 business days, either approving it or identifying specific issues. Provider corrects scope defects without counting those corrections as a revision round. New direction or functionality is a change request. Acceptance and launch approval must be in writing; silence alone is not acceptance. After 15 business days without required inputs, Provider may pause work on notice and agree a revised schedule when Client is ready.

08 Initial defect support

For **30 calendar days after launch**, Provider will correct reproducible defects in Provider's original work that materially depart from this scope, at no additional charge and without using the monthly maintenance allowance. Client must report the defect within that period. New features, Client or third-party changes, misuse, and external service failures are not covered by this additional support commitment. It does not waive either party's other rights under this Agreement or applicable law.

04 / ONGOING CARE & OWNERSHIP

Your site, looked after

A defined maintenance commitment and clear ownership of the finished work.

09 The \$49 monthly plan

The month-to-month plan includes hosting under Provider's Replit account, including deployment, database, and media storage. It also includes configured uptime/error alerts, daily backups of site-managed content and configuration retained for 14 days, and up to **15 minutes per month** of routine technical updates, troubleshooting, or minor fixes. Unused time does not roll over. Square and other third-party records remain subject to those services' export and retention tools.

Support: Provider acknowledges requests within 2 business days during Monday-Friday, 9 a.m.-5 p.m. Pacific time, excluding U.S. federal holidays. This is a response target, not a resolution deadline. Monitoring alerts are reviewed during those hours. No 24/7 support, guaranteed uptime, or guaranteed restoration time is included.

No additional charge or recurring rate change applies without Client's written approval.

Product entry, marketing, new pages or features, major API changes, and work beyond the time allowance are separately quoted. Routine management is designed for phone use; a phone-only shipping workflow depends on testing Client's actual phone, printer, and selected service.

10 Ownership and permitted use

Client retains its brand assets, content, domain, and business/customer records. Client owns and controls its Square, domain, email, and shipping accounts; Provider receives only necessary access. Once the applicable project fees are paid in full, Provider assigns to Client its rights in the custom website design and code created specifically under this Agreement. Provider retains pre-existing tools, generic components, and know-how, but grants Client a perpetual, worldwide, nonexclusive, royalty-free license to use, modify, and transfer those elements as part of the delivered website. Third-party and open-source materials remain under their own licenses.

05 / WORKING TERMS & SAFEGUARDS

Clear terms, start to finish

Protection of business information, a practical exit process, and mutual responsibilities.

11 Confidentiality, security, and business compliance

Each party will reasonably protect confidential business, customer, and access information, use it only for this Agreement, and disclose it only to necessary providers or advisers bound to confidentiality, or as legally required. Public, independently developed, or lawfully unrestricted information is excluded. Provider will use reasonable access controls and secret management and will not intentionally store full card details. Each party will promptly report confirmed unauthorized access affecting shared information and cooperate in recovery, subject to applicable law.

Client handles product legality and safety, content rights, consents, policies, returns, packaging, and insurance. Provider owes reasonable professional care. Third-party uptime is not guaranteed; each party remains responsible for its own conduct.

12 Cancellation, suspension, and transition

Client may cancel development by written notice. Either party may terminate for material breach uncured 10 calendar days after notice. Earned fees reflect documented scope completed, capped at the project fee, plus approved non-cancellable costs. Provider gives an itemized accounting and refunds unearned payments within 14 calendar days; the initial payment is not automatically nonrefundable.

Either party may end hosting on 30 days' written notice. Provider may suspend undisputed overdue services after 10 days' written notice and opportunity to pay. Disputes require good-faith discussion. Hosting fees run through the notice period; unused prepaid days thereafter are refunded pro rata. No termination penalty applies.

Within 10 business days after termination, Provider supplies one export of Client data and paid-for deliverables, including source code and available deployment instructions. Client data is not withheld for a fee dispute. Migration labor is separately quoted; the shared Replit account is not transferred. After retaining the export for 30 days, Provider may delete hosted copies, except required records and expiring backups. Client arranges replacement hosting.

13 Liability and general terms

Where lawful, neither party owes indirect or consequential damages; aggregate liability is capped at project fees paid or payable plus 12 months of hosting fees. Excluded from both limits: payment duties, fraud, willful misconduct, gross negligence, confidentiality breaches, infringement of the other party's intellectual property, and legally non-limitable liability.

California law governs, subject to mandatory law. The parties will seek resolution for 15 days before court proceedings, except urgent relief. No mandatory arbitration applies. Provider is an independent contractor. This Agreement and mutually approved written changes supersede prior discussions and the proposal. Severable invalid terms do not invalidate the rest. Notices and approvals use the emails on page 6. Electronic counterparts and signatures are permitted by mutual consent.

06 / ACCEPTANCE & SIGNATURES

Let's make it official.

Select any optional services and complete your contact and signature details below.

14 Optional services selected by Client

The \$2,500 website project and \$49 monthly plan are included in this Agreement. Select either, both, or neither add-on below. Only checked add-ons are authorized.

☐

Business email + Outlook setup

\$350 one time | One branded mailbox; licensing separate.

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Shipping service setup + integration

\$350 one time | One agreed provider; postage and fees separate.

Each party accepts all six pages and the selected services, confirms authority to sign, and consents to electronic execution. Client enters the actual signing date.

PROVIDER

Artisan Workshop

matt@artisanws.com

Email for notices and approvals

Matthew Weaver / Owner

Name / title

Matthew Weaver

Signature

09.10.26

Date signed (September 10, 2026)

CLIENT

Ross & Lee

Email for notices and approvals

Jen: full legal name / title

Client signature

Actual date signed