

# RETAINER PACKAGES

## A retainer is a fantastic choice for those seeking consistent and reliable support for your business

Having a retainer means you'll always have quick and focused help whenever you need it. You can pass off those content updates you just don't have time for, and make sure your site stays safe and up-to-date behind the scenes.

Plus, we can keep testing and tweaking things to make sure folks stick around on your site longer, and make more purchases!

Per Month	Hourly Rate	Cost /mo	Value	Savings
No retainer	\$170	N/A	N/A	\$0
10hrs/month	\$160	\$1,600	\$1,700	\$100
20hrs/month	\$150	\$3,000	\$3,400	\$400
30hrs/month	\$140	\$4,200	\$5,100	\$900
40hrs/month	\$130	\$5,200	\$6,800	\$1,600

### What retainer will you need?

As a guide, 5-10 hours is perfect for basic maintenance, tweaks, and content updates.

While 20-30+ hours allows us to get stuck in with bigger design changes, new features and iterative testing.

Hours will be tracked as we go and I'll let you know how we are travelling – e.g. if we are working and it's getting close to the hours allotted for the month, I will flag it with you and we work out if we are simply billing those hours additionally or if we need to move up to a larger agreement.

### What else do you need to know

All costs are quoted NOT INCLUDING GST and are billed on the 1st of each month for that month's work. You will also be supplied with a retainer agreement.

All retainers are 3-month agreements to allow for readjusting as needs change and require 30 days notice of termination.

20% of hours booked can be rolled over into the next month, but not the following month. Hours in excess of the retainer amount are charged at the retainer rate.

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