



WebHero, Howley Square, Oranmore, Galway. 0818 99 4376

Dear Customer,

WebHero was founded based on the experience of its management team in the Irish website and website hosting industry. Throughout our time in this industry we have seen:

- Overcharging of Irish business customers. Huge setup fees, inflated by government grants and the technical divide between designer and client.
- Poor turnaround times for websites. Over promising and under delivering.
- Poor after sales service. No support when your business needs it.
- Disappearing web designers and developers. Not being able to get hold of them when you need to.
- A poor break up service - when you want to cancel and move on, you cannot, or there is a fall out over your request.
- Incorrect ownership of assets (domain names etc)

At WebHero we seek to right the wrongs which we have seen in our 20 year experience in this industry and provide Irish businesses with an unmatched level of service. We are often queried by potential clients who have had bad experiences elsewhere as to how we are different. Here's how:

- Low cost. Typically a monthly fee for your *complete* website design and build. Where a customer has a specific requirement for a bulk of work upfront (loading several hundred products to an ecommerce site - we may offer a one time fee for this work). We hire professional writers to write your content in addition to your web design. This is typically unheard of.
- Prompt turnaround times. Weeks not months.
- Prompt customer support. We have a team of web designers ready to assist you whenever you have a question. One phone number or email address to contact, many people to support you. We include a monthly allowance of support with your website for any changes you require, as part of our service. We also offer a service level agreement. If you need changes made, we will guarantee to do this within 2

business days or less.

- Our team works the Irish calendar (national holidays etc are off). Otherwise, our team is in the office and you have a team of people to support you. This compares to a typical designer where they operate individually and availability may be limited or dependant on work load, personal time off etc.
- We have a minimum contract term depending on the type of website you have or require managed by our team. Outside of this term, our service operates on a rolling monthly basis to allow you the flexibility and freedom to move on when you want.

Sure, we want to keep your business and will work hard to retain you as a client, but we are also “grown up” enough to know that business comes and goes. WebHero will not impede your move to another provider.

If you wish to exit before the minimum term is served - we will also not impede you, but we would of course seek to be paid up to date with the contractual terms agreed upon at the outset.

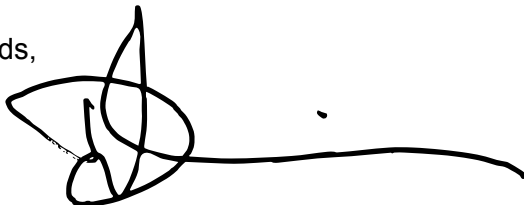
- Ownership: If you pay us to build you a website and serve your minimum contract. The website is yours. If we register a domain name on your behalf, while we manage the domain, it is registered to you & your business. WebHero does not want to own your business assets and as standard practice, will register domains in your name, but under our management for as long as you are a WebHero customer.

We aim to serve our customers to the best of our ability and to help them succeed online. We grow when they grow, we prosper when they do.

This document does not replace our standard terms and conditions, which mirror the above, but is set out to demonstrate clearly to you how our business operates versus other web development firms which you may have encountered in the past.

We would love to hear from you if you have any questions. Please reach me personally on [management@webhero.ie](mailto:management@webhero.ie)

Best Regards,

A handwritten signature in black ink, consisting of a large, stylized initial 'D' followed by a long horizontal line extending to the right.

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Daragh MacLoughlin - Director / WebHero