



Putting the Pieces Together

# Information Sheet

Thank you for considering us to provide your company with a website or graphic design. Our mission is to provide the best and most cost effective website and graphic design services for your business. A professionally constructed website or graphic design can promote your products and services, enhance your image, and generate sales.

## The Design Process

### The Initial Consultation

All services begin with an initial consultation to determine your exact needs and desires. This helps us gather information about your company, services, audience, purpose, site goals, and more. This step is important because we are committed to providing you with solutions that will work for you, not for us!

### The Proposal & Paperwork

After you are confident we have addressed all your ideas, questions, and requirements, you can get specific recommendations for your project. We explain these options with the proposed pricing to deliver them. Once you agree, you receive a formal proposal that contains all of the work you require, prices and payment schedule, and contract. At ANY time please contact us about any concerns, questions or comments you have about your project.

### Payments

We require 50% Deposit to start your work. After an agreement is met and paperwork is signed and faxed or mailed to us, we start the actual design process.

### Collecting Your Content

You will provide us with the text and any other content for your website and any specific pictures you would like. We offer optional administrative services.

### Design Development

We ask you to provide examples of websites you really like, colors you like, and your competitors' websites. Once you provide that information to us we'll design a "demo" of what your website will look like when it's completed.

### **Design Selection & Finalization**

After the initial "demo" is designed, you will review it. We'll send you a web link to view the "demo" and ask if you would like any changes. You request revisions as necessary and then you provide final approval.

### **Web Development**

After receiving your final approval on the "demo", we will then begin building the website and web pages, incorporating the design and all of the content that you provide.

### **Pre-launch Evaluation**

After the site is built, you will be able to view all pages to make sure everything is exactly how you want it. You will submit any desired changes and then give final approval before the site goes on the World Wide Web.

### **Launching Your Website**

After final approval and payment has been received, your website will be published on your domain, and it will be ready

### **Design Policy**

### **Hours of Operation**

Our normal hours of operation are Monday through Saturday 12PM to 9PM. Requests for service beyond these hours of operation are subject to additional charges. At our discretion we may work after hours to complete projects.

### **Service Information**

The customer understands that the estimated completion date on the design project is just that, an estimate, as long as it's in reasonable standards. Customer add on's and change orders may affect project cost and completion time. Customer further agrees that DiAlo cannot be held liable for non-performance because of circumstances beyond our control. This includes, but is not limited to, an act of God, contrary schedules; customer caused delays or unexpected issues. These circumstances can alter the approximate completion date.

### **Customer Guidance**

It is DiAlo's responsibility to guide the client through the steps of their design project. We will verbally go over all procedures and keep the customer informed on a continual basis until the project is complete. If this is not done the customer should immediately contact us at (614) 245.87.35, ext. \*414. (star, 414)

### **New Website Project Approval**

once the final draft has been approved and our design team has started, changes will be billed at our hourly website design rate.

## Cancellation

The initial service order may be canceled, without penalty, as follows: A. Within 72 hours from signing the service order. B. If the customer files protection under the federal bankruptcy laws of any bankruptcy petition or a third party against DiAlo commences petition for receiver. If an advance was given DiAlo will refund the money but if the customer issues a stop payment or the funds are not available, the customer is responsible for a \$35 bank return fee per occurrence.

## Service Concerns

The customer is advised to review their site and list items that need our attention. Project concerns or questions should be communicated immediately by calling (614) 245.8735, ext. \*414 (star, 414). For a resolution whether in person, via telephone, email, by regular mail or by fax transmission. We want nothing less than "complete" customer satisfaction.

## Agreement Changes

This Agreement may be amended, supplemented or changed only by agreement in writing signed by both of the parties. Any notices to this Agreement shall be in writing and shall be hand delivered, mailed by certified or first class mail sent by recognized overnight courier service or transmitted using facsimile equipment.

## Agreement Breach

This Agreement shall be governed by and construed in accordance with the laws of the State of Ohio. In the event of a contract breach by customer of any terms and conditions set forth herein and should it be necessary to commence collection proceedings as a result of the customer's failure to make payments, as due, we shall also be entitled to reimbursement for the cost of such proceedings. Such cost and expenses include, but are not limited to, filing fees, lien fees, collection costs, travel cost, supplies used, payroll, and attorney and court fees.

## Suspension of Service

If in our judgment reasonable doubt exists as to your financial responsibility, or if you are past due in payment of any amount owing to us, we reserve the right, without liability and without prejudice to any other remedies, to suspend our service, decline to deliver, or stop any work in progress until we receive payment of all amounts, whether or not due, owing to us, or adequate assurance of such payment. All service suspensions are notified in writing or by telephone. At our discretion and as a last resort DiAlo can amend the payment terms of the contract to make it easier for the customer if they are faced with financial difficulties.

## Refund Policy

All work is guaranteed. Cash refunds are given as a last recourse. We will revisit or address any items to ensure customer satisfaction; if DiAlo can not correct the issue than a management-determined and customer agreeable refund is provided. If customer payment was made with a credit card the refund will be with a company check, to avoid costly merchant fees. The customer agrees to allow DiAlo to completely finish the project before involving an arbitrator. Please make sure that you've carefully read all service agreements. The deadline for any refund claim is 1 week after the completion date.

## Warranty

all new website developments come with free website maintenance for 30 days. DiAlo makes no other warranties, express or implied and its agents or developers are not authorized to make any such warranties on behalf of DiAlo. The warranty is annulled if another service provider alters our work.

## Follow-Up Service

If follow up service is needed after your project has been completed, please make a list of the items and submit it to us by fax, email DiAloDesigns@hotmail.com or by postal mail (PO Box 247301, Cols., OH 43224), although fax and email is preferred and quicker. If an immediate callback is needed you may contact us by telephone regarding the problem but we prefer request to be in writing. Include your name, contact number and website address. We will address the issue as soon as possible or as soon as scheduling allows and in the order that the requests are received, most of the time within 24 hours, depending on our current work load. If service is needed after the warranty has expired a maintenance fee will be accessible.

## Payment Terms

Customer agrees that 50% is due before starting any NEW WEBSITE DESIGNS and 50% is due upon completion (prior to the site going live for the world to see) for all new website development projects unless otherwise indicated in writing. The customer agrees to pay the final balance upon our completion. We accept cash, check and all major credit cards. We reserve the right to charge a \$20 wait fee for payments not ready upon new website completion and a \$5 per day charge until the payment is made. You will be provided access to view the progress of the site development and provide input for desired changes. All expenses that are a payout for example, the domain name registration, templates, and hosting fees are not included in the design fee; these fees are an addition to the design charges. There is a \$35.00 fee for all returned checks. After receipt of advance payment (50% down) DiAlo will begin service 48 to 72 hours from receipt of payment. After the service contract is signed the price can not be changed. If the customer is unsure about descriptions on the service order the customer must get clarification prior to signing the service authorization.

## Yearly Billing

All domain registrations and hosting packages are billed yearly prior to your renewal date. We reserve the right to temporarily remove your website from the host if your account goes past due. In the event files are removed, there will be an additional fee of \$65 to restore files.

## Change Orders

After a service order has been signed and work has begun there may be a fee associated with changing the work order. Payments for any and all-Additional Change Order (s) are due and payable prior to commencement of such extra work and upon signing of a Change Order Form. In the absence of a fixed price, work will be billed on a time and materials basis. A signed service order must be issued for all initial services to be performed. DiAlo does not provide any verbal agreements.

## Change Order Cause

There are three origins of a change order: 1) Customer changed their mind about the work or design, 2) DiAlo recommends changing some aspect of the service or design, or 3) A change is required because unexpected circumstances were found. Any alteration or deviation from the signed service order authorization/invoice, involving extra costs or extra labor, will be executed only upon written orders and will become an extra charge over and above the specified contract price.

## A Disagreement

DiAlo and the client hereby mutually agree in advance that in the event of a disagreement about the quality of work a third party (arbitrator or mediator) will evaluate the project and enable both parties to resolve any dispute. Or the customer may initiate alternative dispute resolution. This Agreement may be amended, supplemented or changed only by agreement in writing signed by both of the parties.

## Final Agreement and Binding Arbitration

In the event DiAlo deems it necessary to file a mechanic lien to secure payment of the money due under this contract, or in the event it becomes necessary for DiAlo to file suit to collect any money due under its terms or to collect damages for violation of the provision of this contract, customer agrees to pay all DiAlo's cost of litigation including a reasonable sum incurred by DiAlo for attorney fees.

## Website Maintenance

Our definition of "Maintenance" is defined as keeping the web site updated. Our maintenance is not intended to be a website redesign. We reserve the right to distinguish between "updates" and "redesigns". Redesign work is charged at our website design rate. No website updates will be honored with accounts having past due balances. We do apologize for any inconvenience this may cause.

## Website Updates

Website updates are completed within 24-72 hours of the time they are received, excluding weekends and holidays. Updates received after 6:00PM Eastern Time may not be completed until the next business day unless prior arrangements are made.

## Maintenance Flat Rates

Our maintenance plans are flat rates; we do not charge by the hour. Service are prepaid to begin, and then invoiced thereafter. Our invoices are e-mailed or faxed on the 1st of every month. If no updates or changes have been requested, you still are responsible for your monthly maintenance plan fee and the allowed updates DO NOT CARRY OVER.

## Our Mistake

Although we make every effort to make accurate changes, it is the client's responsibility to review updates and notify us of any necessary changes that need to be made. We do not charge for changes that are our fault. However, if a change needs to be made due to the client's error, it may be counted as a maintenance update.

### Electronic Format

All new website content and website updates should be provided electronically (by email). Attachments should be in .txt or .doc (Word) format. Pictures need to be .jpeg, gif, bitmap or png. We do not encourage new website content and or website updates to be sent by postal mail or by fax. This method requires us to retype your data or scanning photos and this service will be BILLED EXTRA at our administrative assistant rates.

### Third Parties

If your web site is using third-party components such as web site trackers, weather info-feeds, etc. We have no control over what third party sites do and take no responsibility for loss of information due to actions of these sites. Any changes to your site stemming from regulations of these third party components will be counted as a maintenance update. (Example, A vendor site link may be inactive or broken due to change with your vendor site. This will be treated as maintenance update.)

### New Website Designs

In order for us to provide a website from scratch you will need to complete our website planning worksheet so we can have an idea of what type of website you are trying to construct, such as preferred colors and layouts. Please know it takes a considerable amount of work to prepare a quality website.

### SEO Service

We are not in the SEO business and we do not provide search engine optimization services but our design team will make sure your website is SEO friendly.

### Browsers

What causes browser display differences? Different browsers, different browser versions, different computer types, different screen sizes, different font sizes, html errors and browser bugs.

### Timeframe

Your web site will be finished as quickly as possible. As long as materials are provided in an easy to understand format. Always send your information electronically in .txt, .doc, .gif, or .jpg formats, on disk or by email. Hard copy material requires retyping and scanning, which will require extra administrative assistant rates and longer development times.

### Ownership

Upon completion of your new website and your account is paid in full - you will own the copyrights to the web site as opposed to DiAlo Web Designs owning them.

## First 30 Days

New website development will include a minor updating over the first 30 days from completion. This covers minor price changes, product changes, etc. It does not include major changes, such as changing newsletter content (which essentially involves constructing a new webpage), which is billed at our hourly rate.

## Hosting Service

We will set up your website hosting with our preferred vendor or a vendor of your choice and include the yearly fee with our service invoice.

## Counters

We do not include page counters on our Standard Website Packages. We will submit your information to Web search engines to "register" your website after final payment is received.

## Copyrights

Our contract includes a statement that you own the copyright to, or have permission from the copyright owner to use any photos or graphics you send us.

## Satisfaction

Here at DiAlo Web Designs, we truly want your experience with us to be the best. We have high expectations and we too are consumers. We understand that prompt response, quality work, and reasonable prices are the keys to customer satisfaction. We hope your expectations are met and that you will give us the opportunity to serve you again in the future. Thank you for your business.

## Website Design Agreement

The content of the web pages will be supplied by the client through the ***Planning Worksheet***, unless otherwise stated in the written service contract. The website design Agreement and the Planning Worksheet both need to be signed with an initial 50% deposit to constitute authorization for our services to begin. The remaining balance is required once your website is completed. All standard websites come with up to five minor changes during the first month and are included in the package price.

The client agrees that any elements of text, graphics, photos, and trademarks are owned by the client or that client has permission to use each of these elements. DiAlo Web Designs will be held harmless from any claim or suit from the use of such elements furnished by the client.

DiAlo Web Designs will retain full website ownership and copyright right until the total balance is paid in full. Once the balance is paid in full than all such rights will automatically be transferred to client.

Any additional request not specified in the design agreement must be authorized via e-mail or a written addendum. All

items specified in the initial agreement and client worksheet will be honored one (1) month after your website is completed.

***All payments will be made by money order, cashiers check, or personal check made to:***

DiAlo Website and Graphic Design Services

Post Office Box 247301

Columbus, Ohio 43224

All major credit cards gladly accepted.

By agreeing with this agreement and the service policy and other required items as requested above I do authorize DiAlo Web Designs to construct a website using the information for my website design and or provide website maintenance.

### What We Need to Get Started On Your Design

The more information you can provide us with the better. We want you to be completely satisfied with your web site design.

### Basic Information We Need Include:

- Your business name
- Contact name
- Business address
- Business phone number (s)
- Brochures, company letterhead, product catalogs, flyers, business card, text, logos, photos or graphics or any other printed material that will help us create your website and present your company image. Any information about your products and or services.

Written content sent through email (information in paragraph form) for the body content for the pages for your site. There's an additional charge if we have to type out your content information. Come up with about 50 to 100 keywords that will pertain to your website for SEO purposes. Think about how you want your site to look. Go online and get an idea on the different types of web site out there. Think about what you like or hate about other web sites. Take notes and what works and what you'd like to imitate.

If you have text or graphics in computer files please email this information to us. Graphics files must be gif or jpg. You can also send these files with you on a 3.5" floppy, zip disk, or CD. We can scan color and black and white photos. If you scan your own photos, scan at 72 DPI Resolution.

### Photos, Graphics, Animations, Sound, and Video

The quality appearance of your Web site has a lot to do with the photos or graphics you choose for your Web pages.

### Website Content

We prefer your website content to be emailed to us as a Microsoft Word document or as a notepad document, although we can convert a wide variety of file types.

Please do not send us a draft of your text. Send us your final version. While we expect to make minor changes here and there after the Web pages are prepared, we charge extra to format and insert brand new text. Most word processors allow you to count the approximate number of words. Web pages which contain more than 1,200 words may be subject to additional charges, especially if they require a good deal of formatting.

### Links to Other Business Related Web Sites

If you have a page to list links to related web sites it can give visitors a place to go to find more information. An example would be a real estate web site with links to mortgage lenders or other community web sites providing additional information about the area.

Often, if you have a links page you can ask other businesses to exchange links (you put a link to their site and they put a link to yours). Since some search engines look at how many sites link to yours for positioning, a link exchange page can help with search engine positioning. You will also gain additional exposure from being linked with these other sites (especially if your site is brand new and the other sites are getting decent traffic).

### Colors and Text Style

Think about the colors you would like in your site. An idea of colors you would like in your background and for text is very helpful to us. If we are not provided with color preference, we use white background and black text. If you have special fonts you like, please let us know. Be aware that some fonts don't look the same in the various browsers. As a default we use Arial or Veranda. (Click here to see samples)

### Title, Description, and Keywords

- You will need these three elements to be found by some of the search engines. If this information is not provided to us, we will include this information for you. However, you know best who your customers are and what they might be looking for.
- Description. One or two sentences that describe your pages. This is the short paragraph that shows up when you conduct a search in the search engines.
- Keywords. These are the words someone would type into a search engine to find your products or services. Some search engines weigh the use of keywords in the meta tags as well as the text in the body of your web pages. As an additional service, we will optimize your pages with targeted keywords for an additional fee.
- The Title. 5-7 words that describe your business (usually your business name). When someone does a search, this is what appears above the descriptions of the sites found in the search.

### Photos/Graphics Would Include:

- Your logo (preferably your original)
- A picture of your business
- A picture of yourself

- Pictures of your employees
- Pictures of any special equipment or projects (examples: outfitters-people on an adventure; construction-buildings being built; real estate-homes for sale; etc.)
- Pictures of your products
- Special images you feel would bring personality to your site charts, graphs and illustrations.

### Other Helpful Information

Simple is better THAN over the top! If you have found other web site designs that are similar to what you would like your site to look like, provide us with the URL and what you like about the site (s). This will give us a better idea of what you are looking for in your site.

Typical sites normally have - a home page, contact us page, about us page, and then other options are what's New, Specials, Frequently Asked Questions, Order form, feed back form etc.

Your site visitors will want to know "What's in it for me". You will want the text on your home page to solve a problem, provide information or a solution that your visitor will want to know more about. The rest of the web site design will provide a way for you to solve that problem.

About us information -The Internet is such an impersonal place. By providing a little information about your business, it lets the visitor know they are dealing with real human beings. Do include trade organizations you belong to, suppliers you deal with (when applicable) and information that affirms you are a reputable business.

Try to have a good idea of what you want your pages to say and have your information organized. Please feel free to draw sample pages. A good idea is to cut pictures from your brochures or product catalogs and paste them into your sample so we can see what you have in mind for your site.

After your website is created it will not magically appear in front of your potential customers; you have to advertise your website in order to have visitors. You need to constantly promote your website.

### Domain Names

Your domain name must be registered through your web hosting service and approved by a domain registration service before you can use it. The typical price is roughly \$15 per year. You can check the availability of your domain name at Infosaic [www.infosaic.com](http://www.infosaic.com) We can set this up for you and include the rates with your DiAlo service contract.

We encourage the use of website templates. If and after you've decided on a template our design team will customize your template based on your needs. Using templates allows our clients to have a world-class website without having to pay the high dollar cost that is usually associated with that level of a web design. Pay close attention to the listed features when choosing a website template. Keep in mind that all colors, text, button names and other items are editable by our design team. Template rates are an addition to our rates but we can include the rate with your DiAlo service contract. **WITHOUT EXCEPTION, THERE WILL BE NO REFUNDS ONCE A TEMPLATE HAS BEEN PURCHASED.**

### Website Hosting Services

The website hosting service we recommend is Infosaic. They are great! Their website address is [www.infosaic.com](http://www.infosaic.com) Their rates are \$65 a year to host your website; Affordable and reliable. After we complete your website we can publish your files through them. ***We can set this up for you and include the rates with your DiAlo service contract.***

**Conclusion: These are the items that we need in order to get started with your website design:**

- New Website Design Worksheet
- Website Design Agreement
- Website Content
- Make a payment

**FILL OUT OUR** Website Design Planning Worksheet which will define for us the: Written content information in paragraph form for the body content for the pages of your site. We prefer all information to be sent electronically. We can translate from most word processor formats with ease.

**SEND US YOUR** Photos, graphics or logo to be included. If you have text or graphics in computer files please email this information to us. Graphics files must be gif or jpg. You can also send these files with you on a 3.5" floppy, zip disk, or CD. We can scan color and black and white photos. If you scan your own photos, scan at 72 DPI Resolution. Graphics, photographs, logos (you must own or have permission to use any photos or graphics submitted to be part of your design)

**SEND SAMPLES** of your printed materials -- brochures, letterheads, business cards, flyers, booklets, and other printed material -- so we can see how you present your company image.

**MAKE A DEPOSIT** Payment for at least 50% of the total cost. You can select to make a payment via PayPal or a major credit card (make a payment) or you can mail a check.

**READ AND SIGN OUR** Website Design Agreement.

Once we received all required information we will type up proper paperwork for your records as well as ours. Once the paperwork and payment have been processed we will begin with the designing of your website. Final files can be uploading directly to your hosting provider or email to you.

**Information can be mailed to:**

Post Office Box 247301, Columbus, Ohio 43224

Or By Email [DiAloDesigns@hotmail.com](mailto:DiAloDesigns@hotmail.com)

We design from 12PM to 9PM Eastern Time Zone

**Website Setup Steps:**

1. Choose a Domain Name
2. Order Hosting
3. Build Website
4. Show Your Website to the World

**Frequently Asked Questions**

**Here are our frequently asked questions. If you can't find an answer to a particular question simply email**

**or call us.**

1. Can I mail my payment instead of paying online?
2. How will I know if you received my order?
3. What payment options do you offer?
4. What are the billing terms for your website maintenance?
5. Do you create new web sites?
6. Do you provide website updates and or maintenance?
7. What information do you require to perform website updates and or maintenance?
8. What's the turn around time on website updates and or maintenance?
9. What's the turn around time on creating new websites?
10. Do you have a privacy protection policy?
11. Do I have to sign a maintenance service contract?
12. Do you really guarantee the lowest service rates?
13. How do I submit changes for my website?
14. What is included in your website maintenance?
15. Will you create a logo for my website?
16. What information do you need in order to design a new website?
17. Why do I need a website?
18. What is a website template?
19. What's all needed to make a website work?
20. What is a domain name?
21. What is website hosting?

**Can I mail my payment instead of paying online?**

Absolutely. Although paying online is much faster and we use PayPal which is known for being very safe so you pay online with complete confidence knowing your account is very secured. Simply choose the REGULAR MAIL YOUR CHECK option where you will be instructed on how to print your order form and mail it to us with your payment. Orders will not be processed without payment.

**How will I know if you received my order?**

After an order is received, you will receive a confirmation email. Should you need to contact us for any reason, please email or call us.

**What payment options do you offer?**

We currently accept cash, check, debit card, money order and all major credit cards. Visa, MasterCard, Discover, and American Express. PayPal is our designated online payment method. Payments should be sent to: Post Office Box 247301. Columbus, OH 43224, Attention: Accounts Payable. Please note orders will not be processed without payment.

### What are the billing terms for your website maintenance?

Maintenance is Prepaid to begin, then invoiced thereafter. Our invoices are due net 30. All of our invoices will be emailed and or faxed. Payments are due net 30. Accounts not paid in full by the due date are charge a \$20.00 late charge. No website update will be honored with accounts having past due balances. We do apologize for any inconvenience this may cause.

### Do you create new web sites?

Yes we do. We can also design websites from templates. Website templates are available online. Google search "web site templates" for ideas. Template prices start from \$25 on up.

### Do you provide website updates and or maintenance?

Absolutely. If you already have a website maybe it needs updated. Viewing a website with old, outdated information is like reading last week's newspaper. Your website is often your customer's first impression of your company. Make it a good one. We can update your site, add content, or give it a complete make over.

### What information do you require to perform website updates and or maintenance?

To perform updates and or maintenance to a site we need access to your host via File Transfer Protocol (FTP) or Hyper Text Transfer Protocol (http). We also need your ID and password to login. All updates and maintenance information has to be in the form of an email. We will take reasonable steps to insure this information is kept in the strictest confidence. No information shall be given to any third party.

### What's the turn around time on website updates and or maintenance?

We strive to make any website maintenance change within a 24 -72 hour period (excluding weekends and holidays). Unfortunately we can not guarantee this timeframe but we will notify you immediately if your changes will take more than the 24-72 hour period. For larger or more complicated changes the timeframe is based on an individual basis. If you have an urgent turnaround time request feel free to call us, depending on the types of updates we may be able to accommodate a faster turnaround time.

### What's the turn around time on creating new websites?

Every project is different and is based the amount of information, complexity or the project. A basic website is at least 15 days. It normally takes anywhere from 15-30 days.

### Do you have a privacy protection policy?

Yes we do.

### Do I have to sign a maintenance service contract?

No. We offer an "as needed" maintenance option that does not required a contract. All other website maintenance packages are set for a min of 3 to 6 months. This is paid up front and sets your price for 3 to 6 months. If there are any price increases you are unaffected by this for the duration of your subscription period. After the subscription period ends you will be automatically renewed unless you wish to discontinue the service or switch over to a different plan.

### Do you really guarantee the lowest website maintenance service rates?

Yes we do and if you find a rate that's cheaper we will match it. Website maintenance can be costly, as the going rate for a quality designer/programming firm starts out at \$60-150/hour and goes up in the neighborhood of \$200-400/hour. We started our subscription model for this very reason, clients provide us with changes to their website and we make those changes for a small monthly fee. This makes for a fantastic value for our clients. Similar design companies start charging 3 hours for \$300/month! DiAlo Web Designs offers extremely competitive rates for our services and we encourage you to shop around.

### How do I submit changes for my website?

The preferred method is via email, either as the email content or as an attachment. All attachments must arrive virus free.

### What is included in your website maintenance?

Changes to the content and or photos. Some basic layout and design changes may be included it just depends on the extent of the request/project. Such as insertion of new text, new photos, or other elements not requiring complete page reconstruction.

### Will you create a logo for my website?

Yes, we offer logo creation services. Although, this is considered an additional service. Logo designs start at \$99 and up, depending on the complexity of the project.

### What information do you need in order to design a new website?

Several items are needed in order for us to create a new website please read our ***Items Needed List***

### Why do I need a website?

There are many reasons why you should have a website but we've narrowed it down to just a few important ones. People like to shop, research and make purchases online. If you do not have an online presence, potential customers will not find you. Customers expect you to have a website, it adds professionalism to your business. Having a website not only adds geographic height to your business but it enhances your other marketing efforts. Last but not least a website is open to the public 24/7!

### What is a website template?

A Web Template is a ready-made website that will allow us to create high-quality websites in a fraction of the time. Website templates offer a lot of variety in both style and presentation.

### What's all needed to make a website work?

You need three things in order to have a website. You need a domain name, website hosting and a website.

### What is a domain name?

A domain name is a unique name that identifies an Internet site. For example, our domain name is [www.DiAloWebDesigns.com](http://www.DiAloWebDesigns.com). To register a domain name, it must be available meaning it's not being used by another website. For a small fee, a domain registrar will register your domain name on the Internet. This service basically involves associating this unique name with the actual physical address of your web host.

### What is website hosting?

A website hosting is a company that provides you with space on one of their online servers. This is where your website is physically located on the Internet. You store your website on your hosting server and they provide the service of making the site available to everyone on the Internet.

### Privacy Protection Notice

In order to use our services, you will be required to provide personal information. Personal information that may be used to identify an individual, including, but not limited to, a first and last name, a home or other physical address, an email address or other contact information, whether at work or at home. In placing an Ad, you have the option of paying with a credit/debit card. All credit card payments are transmitted securely via a 128 bit encryption service.

## How We Use Your Information

We use the information you provide about yourself when placing an order only to complete that order. We do not share this information with outside parties except to the extent necessary to complete that order.

## Our Commitment to Privacy

DiAlo respects and protects the privacy of the individuals that use our services. We also want to convey the care with which we intend to treat your personal information. DiAlo does not sell or provide user's personal information to third parties.

Our Privacy Policy is designed to assist you in understanding how we collect and use the personal information you provide to us and to assist you in making informed decisions when using our services.

DiAlo shall not disclose any private or personal information about a client unless required to pursuant to a subpoena or court order issued by a court of competent jurisdiction. Payment information, including account numbers and credit card information, shall not be disclosed to any party and shall be used only for invoicing and billing purposes authorized by the user of DiAlo.

DiAlo is committed to maintaining the privacy and security of any and all such information that you provide. We will "NEVER" share, sell, or give away any of your information to anyone. With that said, we recommend that you review our Privacy Policy. If you should have any questions pertaining to that policy, please let us know. Your privacy is our priority.

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*Thank You*

For considering **DiAlo Website and Graphic Designs**