



OUR PARTNERSHIP PROGRAM

VIP Partners Program 2024

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Artware®





Welcome to Artware's VIP Partner Program

Tailored Support with Unmatched Value

At Artware, we are committed to providing our clients with not just services, but solutions that truly make a difference. It is with great excitement that we introduce the VIP Partner Program—a bespoke suite of support packages designed to align closely with your project needs while offering exceptional value.

Our VIP Partner Program Offers:

- **Exclusive Access:** Tap into a wide range of expert support services, from web design to digital marketing, all tailored to the unique demands of your projects.
- **Flexible Packages:** Choose from our carefully curated packages of, 25, 50, 100, or 200 prepaid hours, each offering significant savings and the flexibility to use hours across our suite of services.
- **Priority Support:** VIP Partners enjoy priority access to our services, ensuring your requests are always at the forefront.
- **Simplified Budgeting:** Lock in your support costs with our prepaid hours, helping you manage your budget with predictability and ease.
- **Extended Value:** Benefit from additional hours at exclusive rates, ensuring your project continues to receive the support it needs without interruption.





VIP Partner Program: Exclusive Support Packages

Tailored for Success

<u>Package Size</u>	Hourly Rate €	Package Price € without Tax.	Discount %
Without a VIP Package	60 €	60 €	0 %
25 hours	55 €	1.375 €	8 %
50 Hours	50 €	2.500 €	16 %
100 Hours	45 €	4.500 €	25 %
200 Hours	40 €	8.000 €	33 %
201+ hours	40 €	Increments of 25	33 %



Terms and Conditions

Welcome to Artware's VIP Partner Program.

We're delighted to offer our VIP Partner Program, designed to support your projects with flexibility and dedicated service. As part of our community, you gain access to a suite of premium support services tailored to your needs.

1. Getting Started with Your Package

- 1.1 Description of Packages: Choose from our 25, 50, 100, or 200 prepaid hour packages, each at a unique discounted rate. These hours grant you access to Artware's exceptional support services, ready to assist with your project's needs.
- 1.2 Use of Prepaid Hours: Your prepaid hours can be applied to any of Artware's services, providing the flexibility you need, except for photography services. This ensures you receive targeted support exactly where it's needed.
- 1.3 Payment and Refund Policy: Payment is required upfront, guaranteeing your package's rate and availability. While all sales are final, we strive to ensure satisfaction with every transaction.

2. Your VIP Partner Benefits

- 2.1 Client Tracking: With access to our client portal, monitor and track all tasks and timesheets at any time, ensuring transparency and control over your project's progress.
- 2.2 Ticket System for Support Requests: Utilize our organized Ticketing System for all your support needs. Each request is treated as a Support Ticket, ensuring efficient and trackable resolutions.
- 2.3 Requests Time Estimate: Before beginning any task, we'll provide an estimate of the time required. Should additional time be necessary, we'll promptly inform you for approval, maintaining transparency throughout the process.

3. Additional Hours and Package Extensions

- 3.1 Additional Hours Rate: Should you exceed your package's prepaid hours, you can continue to receive support at the same hourly rate as your purchased package for the remainder of the 12-month period from your purchase date. Additional hours are bought in increments of 25. This rate remains locked unless another package is purchased, ensuring continuous support without interruption.
- 3.2 Beyond the 200-Hour Package: If the initial 200 hours are exceeded, clients may opt to purchase additional hours at increments of 25 at a special rate of €40 per hour.
- 3.3 Expiry and Extension of Hours: Your prepaid hours are valid for 12 months from purchase, with a 6-month extension for unused hours, after which the hours reset, offering flexibility and peace of mind.

4. Our Commitment and Your Rights

- 4.1 Cancellation Policy: Within 14 days of purchase, if no hours have been used, you may cancel your package for a full refund, providing peace of mind with your investment.
- 4.2 Price Changes and Package Adjustments: Prices for future packages may be adjusted, but any changes will not affect your current package, locking in your rate for the duration of its term.
- 4.3 Confidentiality and Security: We prioritize the confidentiality of our partnership, ensuring that your information and project details are always protected.

5. Legal Framework

- 5.1 Transferability: Prepaid hours are exclusive to you and cannot be transferred or sold, ensuring that our dedicated service remains personalized to your needs.
- 5.2 Limitation of Liability and Indemnification: Our commitment is to provide exceptional service within the scope of our agreement, with clear terms to address any concerns.
- 5.3 Dispute Resolution and Governing Law: We aim for satisfaction in all services but provide a clear process for resolving disputes, governed by the laws of Greece.
- 5.4 Force Majeure: Neither party is liable for delays caused by circumstances beyond control, ensuring fairness and understanding.
- 5.5 Modifications to Terms: We may update these terms to reflect changes in our services or legal requirements, with continued use of the packages constituting acceptance of new terms.

6. Final Acknowledgment

By choosing a VIP Partner package, you acknowledge your understanding and agreement to these terms, cementing our partnership and shared commitment to excellence.

for Artware

Artware O.E.
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Artware®

