



SHOCK MEDIA STUDIO SDN BHD (941536-K)  
I-2-3A, 4TH FLOOR, BLOCK I, SETIAWALK  
PERSIARAN WAWASAN  
47160 PUCHONG, SELANGOR  
Phone: 03-5882 7008 Fax: 03-5882 7009  
(SST No: B16-1808-31015510)

### **Website Agreement**

- It is mutually agreed that the following terms set out in this quotation form is the total agreement made between the parties, and that no variation or modification of this contract shall be effective unless accepted by both Shock Media Studio Sdn. Bhd. and the client, in writing.
- PAYMENT METHOD: A non-refundable UPFRONT PAYMENT (as per agreement) is required upon confirmation of project - remaining upon live of website.
- TECHNICAL SPECIFICATIONS: Shock Media Studio Sdn. Bhd supply in digital form according to client needs.
- CANCELLATION: If Shock Media Studio Sdn. Bhd has to cancel this project for reasons beyond their control, their liability shall be limited to a full refund of all monies paid. In the event of the client canceling a project, Shock Media Studio Sdn. Bhd reserves the right to charge a cancellation fee in accordance with the following scale.
  - If cancelled during the staging phase 100%
  - If cancelled within 1 week after the confirmation 50%
  - If cancelled within 1 days after the confirmation 25%
  - Half way through the process, if the client decided to change the entire requirement 100%
  - Half way through the staging, if the client decided to change the design 75%
- Shock Media Studio Sdn. Bhd. reserves the right to consider a project inactive and cancelled should the client become unresponsive via email for more than 60 days. Projects put on hold by client for more than 60 days will also be considered inactive and cancelled. All inactive and cancelled projects will incur a 100% cancellation fee on payment/s made by client.
- If Shock Media Studio Sdn. Bhd has to cancel this project for reasons beyond their control, their liability shall be limited to a full refund of all monies paid.
- COPYRIGHT: All materials, ideas and concepts contained herein are specially created for the project stated by this quotation only . No part of the work/creative commissioned by this quotation may be reproduced or copied in any form or means without the written permission. Please note that all the currency used is in Malaysia Ringgit (RM).
- Client to appoint and authorize one representative of the client to discuss, review and decide matters related to the services. The instructions and confirmation of this authorised representative shall be deemed to be the client's instructions.
- Client to provide all information required to carry out the services. All text & copy-writing shall be provided in RTF, Word, Excel, PowerPoint, PDF, or HTML format. All graphics shall be provided in TIFF, GIF, JPEG, PSD and AI format.

- Shock Media Studio Sdn. Bhd will provide agreed number of pages. Any additional pages are chargeable at additional costs.
- Shock Media Studio Sdn. Bhd will provide agreed number of stock photos. SMS only uses stock photos from provider 123RF. Any additional stock photos from other providers are chargeable at additional costs.
- If client wishes to engage Shock Media Studio Sdn. Bhd to provide custom / raw images, additional charges, fees, costs and expenses is chargeable.
- Once the services are completed by the Shock Media Studio Sdn. Bhd, client shall sign the Project Acceptance Form within 14 days from the date of receipt of the said form, failing which the Services shall be deemed completed and the project is deemed closed upon expiry of the said 14 days.
- All changes / amendments after the signing of the Project Acceptance Form will be charged.
- Shock Media Studio Sdn. Bhd is not responsible for any loss of content or overwriting the contents upon client's acceptance of the completion of the services. Any reconstruction of web and/or its contents shall be chargeable at additional costs.
- The yearly renewal fee of web hosting and domain name (after 1<sup>st</sup> year) shall be chargeable at additional costs. The hosting will be suspended if payment is not received before the expiry date. Upon suspension, all account & data of the website and hosting will be deleted if payment is not received within 60 days after the expiry date.
- Shock Media Studio Sdn. Bhd will provide basic WordPress video training. If requires hands-on support training, client is chargeable at additional costs.
- Shock Media Studio Sdn. Bhd will provide agreed support hours after the signing of the Project Acceptance Form. The support hours are calculated on 30 minutes block. All changes / amendments after agreed support hours will be chargeable at additional costs.
- The landing page consultation & lead generation are the ownership of Shock Media Studio Sdn Bhd for the first 3 years and Shock Media Studio Sdn Bhd has the right to remove & revoke the access in the event of engagement termination within the 3 years period. The landing pages are purchasable at RM4,000 each within the first 3 years. After 3 years, the landing page ownership would be transferred to the client.