

Kwikwap Client Charter

A Kwikwap Client has the following rights:

1. To have a website designed and set up by a Kwikwap Consultant.
2. The setup may or may not happen in front of the client. Setups in the client's presence usually costs R2,500.
3. Set-up fees are non refundable.
4. If the website is set up in the presence of the client, then the client may demand from the Consultant to be shown how any of the sections or modules work.
5. There is no fixed time that a client may demand from a Consultant in return for the R2500 fee, but the average time is 3-4 hours but no more than 8 hours. (which includes demonstration time or initial discussion meetings)
6. The setup fee usually only caters for one training and set-up session with the client. In rare circumstances it could be two sessions. The session is meant to be a training session and thereafter the client should work on the website himself. It is not fair to expect the Consultant to come back for numerous visits.
7. The following work is not necessarily included in the standard services (and may attract additional charges): photography, scriptwriting and advanced graphic designing.
8. If the website was not setup in the presence of the client, then the client may demand telephonic, Skype or email support until the client understands the system. The Consultant may refer to written or video instructions.
9. The number of pages that will be loaded by the Consultant will depend on the time available after the client was shown how the system works. Although not cast in stone, a Consultant will not usually load more than 30 pages, products and/or images for the client.
10. If a client's website is closed due to non payment, it is the client's responsibility to inform alfred@kwikwap.co.za that the outstanding balance has been paid and that the website must be switched on again. Clients will not receive credits for the time that the website was off the air.
11. If the client has an existing domain (that needs to be transferred to Kwikwap), it is up to the client to give notice at his current host. The client starts paying for his chosen product level, from the moment he signs on (or at least from the next debit order run) regardless whether the domain transfer has taken place. This is due to the fact that the transfer relies on the client giving notice at their current host and them accepting the "ticket" and these factors are outside of our control.
12. The Kwikwap Consultant is obliged to teach the client how:
 - To choose a template, change colours and upload a logo
 - To add and edit Product / Service, Newsletter, Documents, Events, Specials, Photos
 - Activate FAQ's and how to answer them
 - Change contact details, activate the map & demonstrate how the advertisements work
 - Find the additional modules and to assist in setting up the applicable module for the client

- To set up the online shop
- The Communicate with Customers section works (including showing where the instructions for the CSV file can be found)
- Show the client where he can find Email Set-up Documents
- To find the Help sections in the portal (including the two “overview documents”)

13. If the Consultant is required to perform work outside of the above scope a client can expect to pay an extra R250 per hour

The Kwikwap Support channels work as follows (in order of preference):

1. Phone (or email) you Kwikwap Consultant. If you are not getting joy from a Consultant you have the right to request a new consultant if you supply us with a written motivation. Your Consultants name appears at the bottom of your website and in the Portal
2. Contact the License holder in whose License you fall (ach Agent works for a License Holder). The License Holder’s contact details can be found under Help / My Agent Details
3. Go to www.kwikwaptraining.co.za – there are video tutorials there
4. Use the Help section in the Client Management Portal (enter your question and view the answer) or the Help button on the screen
5. Go to one of our bi-weekly training sessions (currently mostly done only in Gauteng)
6. Attend one of our online seminars (coming soon)
7. Send an email to technical@kwikwap.co.za (this is actually for problems with the system and not operator queries)
8. Phone the Licensee Alfred Schmid on 072 4795166 or Kwikwap Head Office 0861 927 669