

PROHUB360

Future-Ready Website Warranty

3-year and 5-year website protection with an included future design refresh based on package eligibility.

PROTECTION THAT LASTS BEYOND LAUNCH

A premium website should remain useful, supportable and professionally presented for years - not simply on launch day.

Included protection	Client benefit
Original-build workmanship coverage	Eligible defects in ProHub360's delivered work are corrected without an additional design charge
One package-based future refresh	A defined visual refresh becomes available after the applicable waiting period
Clear written limitations	Both parties understand what is covered, excluded and required
Certificate of coverage	Every eligible client receives a record of the package, term and refresh window

ProHub360 | ProHub360.com | Port St. Lucie, Florida 34953

Client-facing warranty guide and certificate template. Coverage is governed by the signed client agreement and completed certificate.

SECTION 01

Our promise

This warranty is designed to protect the quality of ProHub360's original workmanship while giving eligible clients one defined opportunity to modernize the visual presentation of their website.

The simple promise

If an eligible defect in our original work appears during the coverage term, ProHub360 will correct the affected work. Eligible packages also receive one future design refresh after the stated waiting period, subject to the original package scope and this policy.

Three protections

Protection	What it means	What it does not mean
Workmanship warranty	Correction of eligible defects caused by ProHub360's original delivered work	Unlimited maintenance, changes or protection from third-party failures
Future design refresh	One defined visual modernization based on the package and original scope	A new website, new brand, new copy, new pages or new software
Ownership assurance	Custom website assets and transferable source code are provided after full payment, subject to the agreement	Ownership of third-party licenses, subscriptions, fonts, stock assets or platforms

When coverage begins

- The warranty begins on the website's production launch date or the client's written final acceptance date, whichever occurs first.
- The certificate must identify the package, coverage start, coverage end and future-refresh eligibility window.
- All required project payments must be cleared before the warranty or refresh benefit can be used.
- The workmanship warranty does not replace an optional Website Care Plan, hosting plan or continuing maintenance agreement.

No outcome guarantee

This warranty does not guarantee search rankings, AI recommendations, traffic, leads, sales, revenue, uninterrupted availability, legal compliance or compatibility with future third-party technologies. ProHub360 warrants defined workmanship and services - not business results.

SECTION 02

Package comparison

The future refresh is a one-time labor benefit. Page and template limits refer to the original contracted website and do not expand the purchased package.

Package	Term	Waiting period	One included refresh	Claim window
Launch Website	3 years	24 months	Homepage visual refresh	Month 24 through month 35
Business Website	3 years	24 months	Up to 5 original pages	Month 24 through month 35
Pro Website	5 years	30 months	Up to 10 original pages	Month 30 through month 59
Shopify Website	5 years	36 months	Up to 10 original storefront templates or pages	Month 36 through month 59

Important

A refresh may be requested once. It has no cash value, cannot be exchanged for unrelated services and does not restart or extend the warranty term.

3-year versus 5-year coverage

Feature	3-year warranty	5-year warranty
Eligible packages	Launch and Business	Pro and Shopify
Original-build workmanship	Covered for 36 months	Covered for 60 months
Future refresh	Available after 24 months	Available after 30 or 36 months
Refresh limit	Homepage or up to 5 original pages	Up to 10 original pages or templates
New pages or features	Quoted separately	Quoted separately
Care and maintenance	Optional and separate	Optional and separate

Package changes

If the client purchases an approved package upgrade before using the refresh, ProHub360 may issue an updated certificate reflecting the upgraded benefit. An upgrade does not automatically reset the original coverage start date unless expressly stated in writing.

SECTION 03

Workmanship warranty coverage

ProHub360 will diagnose a reported issue and, when covered, repair or reperform the affected original work without an additional design or development charge.

Covered examples

- Broken internal links or navigation created in the original build.
- Original forms that fail because they were configured incorrectly by ProHub360.
- Mobile-responsive layout defects present in the delivered website.
- Material display defects caused by ProHub360's original custom code.
- Approved client content omitted or placed incorrectly at launch.
- Original integrations that were connected incorrectly by ProHub360, provided the third-party service remains supported and available.
- Material compatibility defects present at launch in then-current stable versions of supported major browsers.

ProHub360's remedy

Step	Action
1. Validate	Confirm the site, certificate, term, original scope and reported behavior
2. Diagnose	Determine whether the cause is original workmanship, client modification or a third party
3. Repair	Correct, replace or reperform the affected covered work at ProHub360's discretion
4. Verify	Test the repaired function and notify the client of completion

Service target

ProHub360 will normally acknowledge a complete warranty request within two business days and provide an initial coverage decision or request for additional information within five business days. Repair timing depends on severity, access, third-party cooperation and technical complexity. These are service targets, not guaranteed resolution deadlines.

Client responsibility

The client must preserve the issue when possible, provide screenshots or recordings, provide secure access when necessary and avoid additional changes that could obscure the cause.

SECTION 04

The Future-Ready Design Refresh

The refresh modernizes the appearance and usability of the existing website. It is not a replacement website or an expansion of the original contract.

Included refresh work

Included	Scope
Visual direction	One updated design direction aligned with the client's existing brand
Layout	Reorganization of existing sections and page hierarchy within the eligible page limit
Typography and color	Modernized fonts, spacing, contrast and approved brand-color application
Components	Updated buttons, cards, banners, calls to action and other existing visual components
Images	Replacement and repositioning using properly licensed client-supplied or approved assets
Mobile presentation	Reasonable visual and responsive improvements to refreshed pages
Content	Repositioning of existing approved content and minor text corrections
Revisions	One design direction and up to two reasonable revision rounds

Refresh process

- 1 Client submits the request during the certificate's eligibility window.
- 2 ProHub360 verifies eligibility, payment status, original scope and website condition.
- 3 Client completes a refresh questionnaire and supplies current brand assets and content.
- 4 ProHub360 confirms the included pages or templates and identifies any separately quoted requests.
- 5 ProHub360 presents one updated design direction, completes up to two revision rounds and obtains written approval.
- 6 Approved refreshed pages are launched after required access, testing and client acceptance.

Production scheduling

Refresh work is scheduled according to production availability after ProHub360 receives all required content, access and approvals. Unless a separate schedule is signed, anticipated timing is an estimate and may change because of client delays, scope questions or third-party dependencies.

SECTION 05

Restrictions and exclusions

These boundaries keep the warranty sustainable and allow ProHub360 to provide a real benefit without turning one project into unlimited future development.

Eligibility restrictions

- One warranty and one refresh benefit per eligible website and certificate.
- The benefit is nontransferable unless ProHub360 approves a business-ownership transfer in writing.
- The original agreement must be fully paid, and the client must not have an overdue ProHub360 balance.
- The refresh must be requested after the waiting period and before the claim window closes.
- The website must remain reasonably accessible and technically capable of being refreshed.
- The client must provide requested content, assets, approvals and secure access within the stated deadlines.
- Another developer's work does not void the entire warranty automatically, but failures or areas affected by outside changes are excluded.

Not included

Category	Excluded work or event
New scope	Additional pages, new products, new languages, new locations, new user roles or functionality not in the original agreement
Brand and content	New logo, complete rebrand, copywriting, photography, video, illustration or extensive content replacement
Development	New portals, dashboards, applications, databases, custom software, APIs, automations or complex integrations
Commerce	New checkout flows, product imports, subscriptions, inventory systems, shipping systems or paid Shopify applications
Third parties	Hosting outages, domains, DNS, email, APIs, platforms, plugins, themes, licenses, payment processors or services outside ProHub360's control
Security	Hacking, malware, stolen credentials, client negligence, unsupported software or failure to maintain security without an active care service
Results	SEO rankings, AI mentions, traffic, leads, conversions, revenue, uptime or future-platform compatibility
Compliance	Legal opinions or guaranteed ADA, privacy, industry or regulatory compliance unless separately contracted
External events	Force majeure, changes in law, browser changes, platform discontinuation or technology no longer reasonably supported

SECTION 06

Warranty versus Website Care

The warranty corrects eligible original workmanship. A Website Care Plan handles ongoing operations and preventive maintenance.

Service	Warranty	Website Care Plan
Original workmanship defects	Included during term	May identify and coordinate
One future visual refresh	Included by eligible package	Not a substitute for the warranty benefit
Routine content changes	Not included	Included only as stated in selected plan
Backups and restoration	Not included	Available by selected plan
Security and update monitoring	Not included	Available by selected plan
Plugin/dependency updates	Not included	Available by selected plan
Uptime monitoring	Not guaranteed	Available by selected plan
Priority support	Warranty claims only	Available by selected plan
New pages and features	Quoted separately	Quoted or included only if the plan expressly says so

Optional means optional

ProHub360 hosting and Website Care Plans are optional and may be offered month to month unless a separate order states otherwise. Canceling an optional care plan does not erase valid workmanship coverage or the package-based refresh benefit. However, problems caused by outside hosting, outside modifications, missed updates or third-party services are not converted into warranty claims.

Hosted elsewhere?

The client remains responsible for compatible hosting, access, backups, licensing and third-party charges. ProHub360 may require a technical assessment before performing warranty or refresh work on a materially changed environment.

Third-party costs

The included warranty and refresh cover eligible ProHub360 labor only. Domain renewals, hosting, premium themes, applications, fonts, stock media, software licenses, platform fees and other third-party charges remain the client's responsibility unless expressly included in writing.

SECTION 07

How to request service

A complete request helps ProHub360 confirm coverage and resolve eligible issues efficiently.

Required claim information

Field	Required information
Client	Legal business name, authorized contact, email and telephone number
Website	Website URL, project number and warranty certificate number
Request type	Workmanship claim or Future-Ready Design Refresh
Issue	Clear description, affected page, date first observed and steps to reproduce
Evidence	Screenshots, screen recording, error message and device/browser where relevant
Changes	Any hosting, code, plugin, theme, integration or developer changes since launch
Access	Secure access supplied only through the approved ProHub360 method

Claim decision

- Covered: ProHub360 schedules repair or reperformance without an additional design charge.
- Partially covered: ProHub360 identifies the covered repair and separately quotes additional requested work.
- Not covered: ProHub360 explains the exclusion and may offer a paid repair, upgrade or care-plan option.
- Unable to diagnose: ProHub360 requests access, evidence or third-party cooperation before deciding coverage.

Disputes and remedy

The client must allow ProHub360 a reasonable opportunity to inspect and cure an eligible issue. To the fullest extent permitted by the signed agreement and applicable law, the warranty remedy is repair, replacement or reperformance of the affected covered work. Refunds, indirect losses, lost profits and consequential damages are not warranty remedies unless required by law or expressly approved in writing.

Where to submit

Submit through the ProHub360 client portal or the warranty-contact method shown on the signed agreement or certificate. Do not send passwords, full payment-card information or verification codes through ordinary email, text message or CRM notes.

SECTION 08

Certificate of coverage

Complete this certificate after final payment and launch or written acceptance. The certificate identifies coverage; it does not replace the signed client agreement or full warranty policy.

PROHUB360

FUTURE-READY WEBSITE WARRANTY

Certificate number _____	Project number _____
Client legal name _____	Business / DBA _____
Website URL _____	Authorized client contact _____
Email _____	Telephone _____
Website package _____	Original page / template limit _____
Coverage term ☐ 3 years ☐ 5 years	Care plan ☐ None ☐ Care ☐ Care Plus ☐ Care Pro
Coverage start date _____	Coverage expiration date _____
Refresh waiting period _____	Refresh eligibility window _____
Included refresh ☐ Homepage ☐ Up to 5 pages ☐ Up to 10 pages/templates	Refresh status ☐ Available later ☐ Used ☐ Expired

Certificate statement

ProHub360 certifies that the website identified above is eligible for the coverage shown, subject to the signed agreement, payment status, original scope, warranty policy, exclusions and claim procedures. This certificate has no cash value and does not guarantee rankings, traffic, leads, revenue, AI recommendations, uninterrupted operation or legal compliance.

Authorized ProHub360 representative

Title

Authorized signature

Issue date

Client acknowledgment

Acknowledgment date

Verification: ProHub360.com | Port St. Lucie, Florida 34953