Service Packs

Service Packs are pre paid hours purchased in advance at a discounted rate. The packs are cost effective and efficient for ongoing projects and ad-hoc needs.

Peterson & Co

Service Packs are popular with our clients for 5 reasons:

1	2	3	4	5
Big Discounts	**Priority Service**	**Long Expiry**	**Flexibility**	**Monthly Reports**
Up to 60% off standard rates. Charged by the minute rather than by the hour.	You receive high priority focus. New work can be scheduled in quickly.	Discounted pricing on service packs lasts up to 12 months. Use any time you want on any thing you want.	You can use the Service Packs for anything you need, from simple website updates up to high level strategic advice.	Service pack hours are tracked, recorded, and reported each month. See exactly how your investment is being utilised.

Services Offered

Branding	Print Collateral	Email Campaigns
Graphic Design	Web Design & Development	Photography
Creative Direction	Wordpress Website Support & Training	Content Strategy & Creation
Social Media Strategy	Ecommerce Optimisation	Website Fixes

Price	Hourly Discount	You Save
10 hrs for $1000	$100/hr	$200
20 hrs for $1900	$95/hr	$500
30 hrs for $2700	$90/hr	$900

Note: Service Pack rates do not include GST and are discounted from regular base rate of $120/hr.

Contact Us Today & Save

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Terms & Conditions

Reporting
All service hours are tracked, recorded, and reported at the end of each pack.

Priority Service
All work is booked in to our work queue so we do need all relevant content, files and detailed requirements in advance so we're ready to begin when you need the work performed. For larger needs over 5 hrs of time, the project timeline will be dependent upon our availability, on a case by case basis.

Long Expiration
Client has twelve (12) months from the start of a service pack to use the hours. There will be no refunds for unused hours. We update you every month with number of hours left so you'll always know what's left to use.

Payment
All Service Packs are paid in full prior to initiating usage.

Additional Hours
Near the end of a service pack, if a project in progress exceeds the service packs hours, the Client may renew and start a new service pack, or pay the same service pack rate for up to 2 additional hours of time. If Additional Hours are estimated to be more than 2 hours, then a new Service pack will be recommended, as standard rates will apply to time needed beyond those 5 hours.

Emergency work
Emergency work or rush jobs attract a 50% loading fee so we're able to allocate additional resources to start within a 24 hour window.

Note: Service Packs do not include non-service fees such as software licenses, plugins and printing. Expenses for materials (i.e. stock photos or printing) are additional to Time Block hours and will be invoiced separately, with prior client approval.