

Eastern State Penitentiary

Project Warranty for ESPHS and TBTW Websites

We understand that a project isn't finished when it launches—over time, every digital project requires maintenance and improvements. With the development of all digital web and software projects, we offer a warranty for ninety days following the launch. This allows for time to identify and fix bugs and styling problems, to incorporate missed features or requirements, and to provide additional training or general support.

This warranty is good for 90 days from the day your project is delivered to you in writing or email or goes live. It covers errors or omissions in code or graphics developed by Interactive Mechanics as described in the signed scope of work, any change orders, and all approval documents covering the project.

Warranty Terms

Interactive Mechanics will fix any technical bugs as a result of programming errors made by Interactive Mechanics staff. Any code altered by the customer and/or third parties is outside the scope of our warranty.

Interactive Mechanics will fix any design or styling issues as a result of errors made by our staff. This includes styling that was implemented around approved content that was delivered by the client by the set due dates. Styling changes to accommodate content that was entered after set due dates is outside the scope of our warranty unless approved by Interactive Mechanics staff.

Interactive Mechanics will ensure projects display properly on devices and in browsers as indicated in the Scope of Work. Issues resulting from changes to the default configuration of web browser settings, lack of common browser plugins, or newer versions of web browsers or operating systems are not covered by this warranty. Work to ensure your project displays on other browsers or operating systems is outside the scope of our warranty.

Interactive Mechanics will correct any copy errors that were made by our staff that are not editable by the client. Edits to copy provided to us by the client or entered into the project by the client are not included in this warranty.

Interactive Mechanics will be available for training or general support. This includes requests for instruction on managing content, information about hardware or server setup, or clarifying instructions provided in the documentation. We ask that you reference any provided documentation to try to self-diagnose and resolve issues where possible.

Our warranty does not cover work that results from issues not within our direct control, such as:

- Problems or errors arising with or caused by the hosting provider, including site downtime or updates to system infrastructure.
- Problems or errors arising with or caused by client error.
- Problems or errors with systems developed by providers other than Interactive Mechanics.

Reporting Issues

It is the client's responsibility to find and report any bugs or errors within the 90 day period. Interactive Mechanics will provide a Google Spreadsheet for easily reporting issues covered by this warranty. A staff member will respond to new Google Spreadsheet submissions within two business days with any requests for clarifications and, if possible, a timeframe for completing the work requested. Any issues not reported to us by the end of the 90th day will be addressed under a change order or separate scope, even if the condition is pre-existing. We aim to resolve all issues as soon as possible, but cannot predict or guarantee the amount of time it takes to resolve a given issue until we see that issue.

At Interactive Mechanics' sole discretion, if the issue requires escalation or extensive time to research, client contact will be notified with an estimate of the time required to provide more information, potential workaround, or a resolution.

Post-Warranty Maintenance Agreements

Any time during or after the warranty period, the client may purchase a quarterly, annual, or hourly support agreement. The time included in the agreement may be used for all of the above, as well as for the consideration of:

- Fixes to bugs, styling, and content as a result of client error
- Changes to design or functionality
- New minor design or functionality requests
- Content management or other system updates

Please contact mike@interactivemechanics.com for more information on Maintenance Agreements.