zibster

JUMPSTART SERVICE

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Complete your
questionnaire

2

Gather and submit your
website content

3

Receive your
initial website

4

Review your
website

5

Receive your
revised website

6

Launch your
website

HOW IT WORKS

1 COMPLETE YOUR QUESTIONNAIRE

When you purchase a Pro Service you will receive a questionnaire to help our team learn more about your business and your goals for the service. You will select a template for your website at this time. Our work begins once you complete the questionnaire.

Goal: Receive completed questionnaire from you **within 10 business days**.

Note: The submission of the questionnaire constitutes the start of the Service and our work. Once a Service has begun, the money-back guarantee no longer applies, and the service will not be refunded. This service includes loading content into up to 10 pages on your website, not including a Store, Forms, or Blog.

2 GATHER AND SUBMIT YOUR WEBSITE CONTENT

After you submit your questionnaire your Pro Services Account Manager will set up a Dropbox file request and/or shared folder for you to load your website content to. You are also welcome to set up and share your own Dropbox folder. Please organize your images into folders based on the pages you want them displayed on and set up a text document (e.g., Word or Google) to share the copy for your website.

Goal: Receive content from you **within 10 business days** of completing your questionnaire.

Note: We will not begin loading content into your account or setting up your website template until all of your content has been received. We do not prepare copy for your website as a part of this service. If you need or wish for stock images to be used on your website, we can use images from Unsplash or you may purchase and provide stock images to be used on your website.

3 RECEIVE YOUR INITIAL WEBSITE

Once we receive all of your website content—images and text—we will load it into your account and personalize the template you select with your brand colors. Then we will send you a link to review your website.
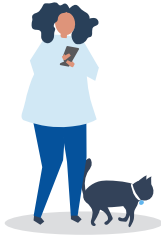
Goal: Provide to you **within 7 business days** of receiving all website content.

Note: Your website will be designed on Zibster's template platform. This service provides a personalized touch within the framework of the platform.

Revised 12.4.2020

4 REVIEW YOUR WEBSITE

Please provide a written list of edits (by completing the Jumpstart Feedback Form or by email) to your Pro Services Account Manager. Please be detailed and feel free to include screenshots with markups.

Goal: Receive your feedback **within 5 business days** of providing the initial website.

Note: You may change your template as a part of these revisions. The Jumpstart service includes one (1) round of revisions, including one (1) template change. Your website will be designed on Zibster's template platform.

5 RECEIVE YOUR REVISED WEBSITE

We will implement your edits and send you a link to see your revised website.

Goal: Provide to you **within 7 business days** of receiving all website content.

6 LAUNCH YOUR WEBSITE

Our team will help you make any domain updates to your account and launch your website. If you have questions about how to manage and make further updates to your website, our Support Team is available Monday-Friday, 9 AM-8 PM ET.

Goal: **Within 30 business days** of receiving your completed questionnaire. The actual timeline is dependent on how quickly we receive your questionnaire, content, and feedback.