ADDENDUM — LEGAL TERMS AND CONDITIONS FOR THE WORDPRESS PLUS CONSULTING SERVICE

These terms apply to users who have authorized the use of the WordPress Plus Consulting service to update and disinfect WordPress on a website hosted by **cdmon**.

These terms are an addendum to the General Terms and Conditions for our hosting and email services. Accordingly, the WordPress Plus Consulting terms are subject to every provision of those services' general terms and conditions. The customer confirms that they are familiar with, accept, and agree to be bound by all such provisions.

Service description

cdmon aids with updating WordPress to the latest compatible version and fully disinfecting the website and database, leaving the website updated and clean. The WordPress Plus Consulting process consists of the following stages:

Update stage:

- **Plugin updates:** updating the plugins installed on the customer's WordPress site.
- **Theme update:** updating the theme installed on the customer's WordPress site.
- **WordPress update:** updating WordPress to the latest official version.
- **Security plugin installation:** installing official security plugins.
- **Enabling SSL compatibility for WordPress:** enabling WordPress SSL support using the Force SSL or Really Simple SSL plugin, which forces WordPress to use HTTPS instead of HTTP.

Disinfection stage:

- **Website disinfection:** analyzing, identifying, and removing compromised files, malicious code, injections, backdoors, and any other malicious elements detected in the WordPress installation.
- **Database disinfection:** analyzing database tables and identifying and removing malicious or injected content (fraudulent users, spam, unwanted redirects, etc.).

Price

- The WordPress Plus Consulting service costs **€209 plus VAT** for each WordPress installation to be updated and disinfected.
- This price is payable as a one-time payment when the service is purchased.

Warranty

The service includes a thirty (30)-day warranty from the date of service delivery. During this period, if signs of the infection treated recur or errors directly attributable to the service provided arise, **cdmon** will review and resolve the issue at no additional cost to the customer.

The warranty does not cover:

- New infections arising after service delivery.
- Changes made to the website by the customer or third parties (new plugins or themes, code changes, manual updates, etc.).

- Plugins or themes installed from unofficial sources after delivery.
- Issues resulting from weak passwords or passwords compromised by the customer.

To make a warranty claim, the customer must report the issue through the channels provided by **cdmon** within 30 days of delivery.

Customer obligations and responsibilities

- Before WordPress is updated and disinfected, the customer must identify themselves as the hosting account holder and provide **cdmon** with all documentation required to verify their identity. The customer is solely responsible for the truthfulness and accuracy of the documentation and information provided, and **cdmon** is released from any liability in this regard.
- The customer must provide all information necessary for **cdmon** to access the WordPress administration area to perform the update and disinfection.
- The customer must inform the **cdmon** team, to the extent possible, of any paid plugins or custom code.
- Access credentials will be requested solely for the purpose of carrying out the update and disinfection process. They will under no circumstances be used for any other operation.
- If the customer cannot provide the necessary information, the service will be suspended until they can do so. If the customer has not provided the access credentials within seven (7) calendar days after purchasing the service, **cdmon** will cancel the service and refund 100% of the amount paid.
- The customer agrees not to make changes to the WordPress system until both parties have confirmed that the system is functioning properly.
- The customer may request that the website be placed in maintenance mode during the process.
- The customer may suggest actions not specifically included in the agreement, provided they relate to WordPress system security. The update team will evaluate such suggestions. If accepted, the customer must provide the resources needed to carry them out.
- Once the service is completed, the customer is responsible for changing or deleting the access credentials provided.
- The customer is solely and exclusively responsible for DNS management. Under no circumstances will **cdmon** manage DNS or domains that are not hosted with **cdmon**.
- If the customer wishes to cancel the service, they must notify **cdmon** by email at wordpress@**cdmon**.com. A full refund will be issued, provided the cancellation occurs before the work is completed.**wordpress@cdmon.com**

cdmon's obligations and responsibilities

- **cdmon** will create a backup when work on the service begins, so that a restore point from before the service is available in the event of errors caused by incompatible WordPress configurations previously made by the customer. The backup will be retained during the process and deleted 7 days after completion.
- **cdmon** will change or remove WordPress access accounts when they are considered fraudulent or their passwords have been compromised.
- In the specific event that WordPress access credentials are not provided, **cdmon** will create an internal user account, while maintaining confidentiality and implementing the appropriate security measures, to perform the update, disinfection, and maintenance tasks. This account will subsequently be deleted.
- If the website contains custom code, **cdmon** will not modify the configuration files. This task will be the customer's responsibility, although the **cdmon** team will provide technical assistance to help the customer interact with the server. If compromised custom code that cannot be cleaned without modifying files is detected during disinfection, **cdmon** will inform the customer.

- **cdmon** is not responsible for updating plugins that are no longer supported by their developer, contain modifications that cannot be updated by the plugin provider, or were installed from unofficial sources.
- **cdmon** is not responsible for updating a theme that is no longer supported by its provider, contains modifications that cannot be updated by the theme provider, or was installed from unofficial sources.
- **cdmon** will not contact other providers if issues arise that prevent the service from continuing. The customer is responsible for communicating with plugin and theme providers.
- **cdmon** is not responsible for external HTTP paths or configurations that the Force SSL or Really Simple SSL plugins fail to detect.
- **cdmon** is not responsible for managing website content or its subsequent maintenance. The role of the **cdmon** team is to facilitate the updating and disinfection of content hosted on its own servers.
- **cdmon** will record everything that occurs during the service, as well as confirmations of each stage of the process, in the corresponding support ticket.
- **cdmon** is not responsible for changes made to the website by the customer or third parties after the service has been performed.
- **cdmon** may cancel the service if it cannot be performed for technical reasons. In this case, **cdmon** will notify the customer at their contact email address and refund 100% of the service cost.

Service availability during updates and disinfection

The service can usually be performed without affecting website availability. However, depending on the installation and the plugins installed, the website may become unavailable during the process. In addition, during the disinfection stage, **cdmon** may temporarily place the website in maintenance mode to prevent new infections.

The customer accepts that a temporary interruption may occur while the service is being performed.