

How_works_usage_based

1. You buy some support hours. Higher is the volume, lesser is the rate. We create a google doc that will keep all work and hour usage records
2. You contact with a website issue to fix or with a change to make
3. We log the issue/change, schedule and assign a developer to execute. We will try to assign it to the same developer every time but will assign another developer if you can't wait till the regular developer is free.
4. He will inspect issue, communicate with you and define the problem properly taking minimum time of yours. Then he fixes the issue. You check the work and don't leave him unless it is done correctly.
5. He logs the hour in the shared document. If you have any question, doubt, you ask for clarification or justification. The developer gives it. If you are not happy, you make a complaint with RP authority requesting hour log adjustments.
6. You buy again when the balance is run out and the cycle continues.
7. In case you are closing your business, moving your service provider or simply you are not happy with our service, you can ask for a refund. We will refund the cost of any un-used hours after deducting the nominal transaction cost.