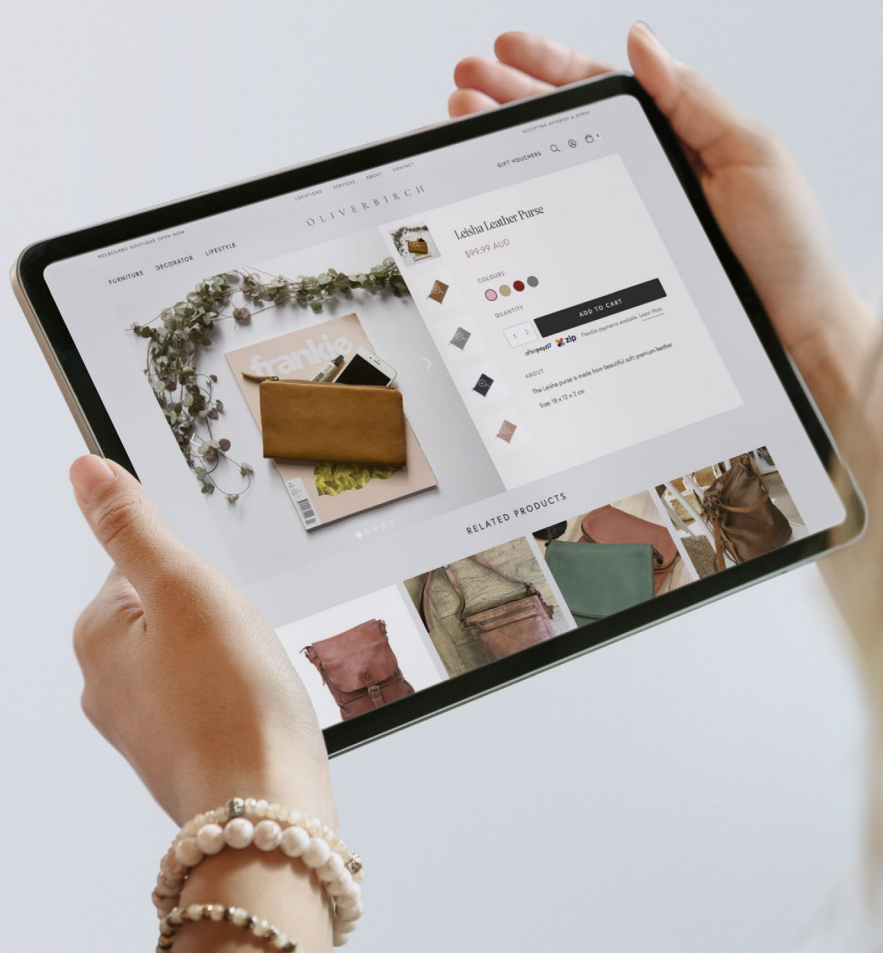


Expert
Shopify
support
at your
fingertips.



Shopify Support Service Packages

On-demand access to your own dedicated team of local Shopify experts.

PACKAGE 1

Lite

\$45 +GST per month

Local support with ticket tracking and report.

- Support ticketing system with local Aussie team
- Level 1 support with 5-day response time
- Monthly website performance report

PACKAGE 2

Standard

\$75 +GST per month

Faster support response time and uptime monitor.

- Support ticketing system with local Aussie team
- Level 2 support with 3-day response time
- Monthly website performance report
- Website uptime monitor

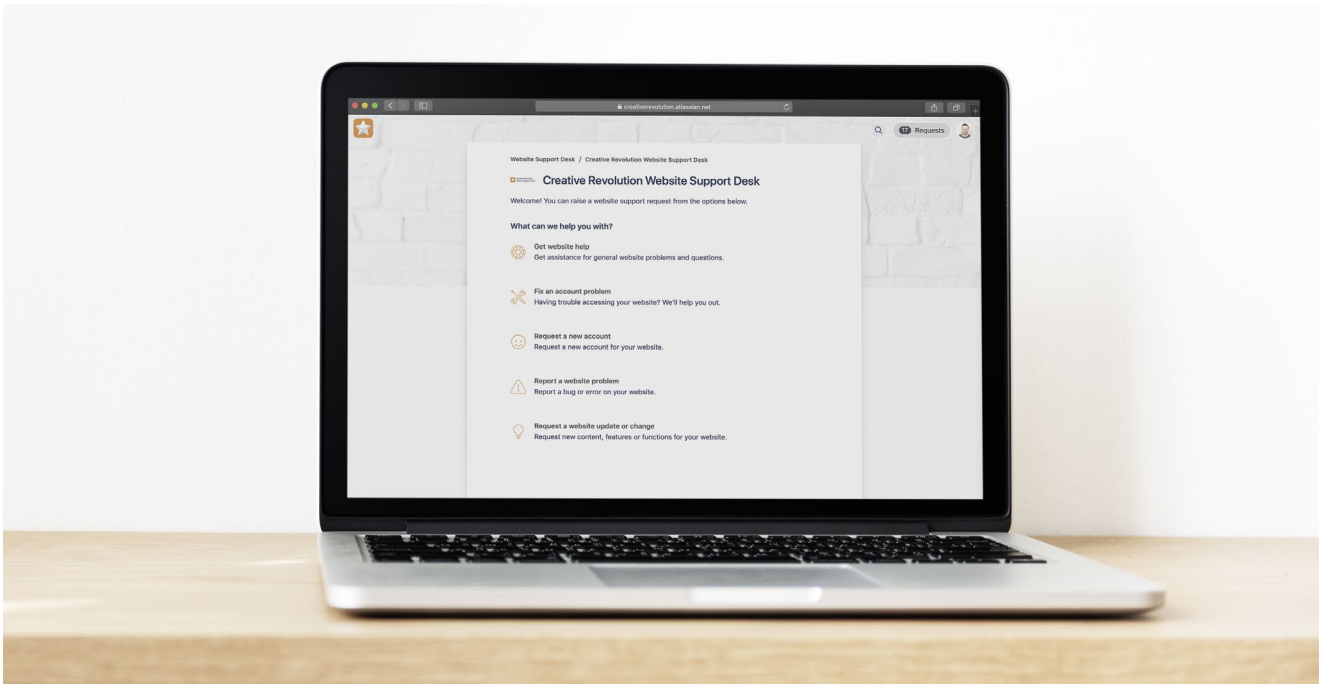
PACKAGE 3

Premium

\$125 +GST per month

Fastest response time and priority development.

- Support ticketing system with local Aussie team
- Level 3 support with 1-day response time
- Priority development
- Monthly website performance report
- Website uptime monitor



Website support desk system for submitting and monitoring your support requests

Now let's take care of the finer details...

Website support desk

As a Shopify support customer you have access to our easy-to-use website support desk ticketing system that makes it simple to ask for assistance, request updates, log issues, and track existing requests from all members of your team.

Support services

Website updates and changes can be requested via our website support desk ticketing system. All updates and changes requested are managed by our local Australian team and charged at our hourly rate of \$140+GST per hour. You'll always deal with a local and we are just a phone call away in case of an emergency.

Monthly performance report

All package includes a custom monthly report of website traffic and onsite performance statistics. The report is presented in an easy-to-follow Google Data Studio dashboard that makes tracking your progress simple.

Shopify Partners

Registered Shopify Partners, our team is experienced and developing and maintaining Shopify websites.

Support tiers

Level 1 support

Level 1 support is our entry level support service including 5 working days response time for support requests.

Level 2 support

Level 2 support gives you a faster 3 working days response time and priority development over level one support requests.

Level 3 support

Level 3 support is our top level of support including 1 working day support request response time and priority over all level one and two support requests.

Uptime monitor

An uptime monitor system checks that your site is live every five minutes, and alerts our development team if there is a problem.

Custom packages

Have unique support requirements? Need an allowance for development? Any other special requirements? We can work out a custom package to meet your needs.