

Hacked-Site Rescue: what you are agreeing to

The short version (read this first)

By paying for this service you are agreeing to everything on this page. In plain words, you are saying:

1. **The website is yours.** You own it, or you have the owner's permission, and you have the right to let us change it and to move it to new hosting if that is what it takes.
2. **What you tell us is true.** If you claimed rights you did not have, or told us something you knew or should reasonably have known was untrue, and a claim or lawsuit results, the costs of dealing with it are yours, not ours. An honest mistake about the facts is not that.
3. **You will give us access within 3 business days.** Hosting, WordPress, and the domain registrar if the site has to move. If your hosting has not reached us by the end of the third business day, we send you the new-hosting route, and you have 2 business days to take it. Hosting that arrives in that window is still accepted.
4. **You are paying up front, and the job closes within 5 business days of our getting access.** Nothing starts before your payment is submitted from a verified bank account. If neither route has given us access by the fifth business day after payment, the job closes on your side and your payment becomes a 90-day credit. If you do not use the credit, we refund it less a \$250 administrative fee.
5. **The scope is the cleanup and the lockdown, and then we are done.** More work is a separate quote. If we cannot do the job for a reason on our side, you get your money back.
6. **Plugin licenses and hosting are yours to buy.** If a pirated plugin let the attacker in, you buy the real one.
7. **We are not your lawyer.** Nothing we say or write is legal advice. If customer data was exposed, whether and how to tell the people affected is for you and your attorney, not us.

Please read the whole page. Ticking the acceptance box at checkout and paying means you have read it and agree to it. **Payment is acceptance.**

1. Who this agreement is between

This agreement is between **Adams Internet Marketing LLC** ("we", "us"), reachable at +1 (434) 258-8008 and 411 Walnut St. #18743, Green Cove Springs, FL 32043, and the person or business paying for the service ("you"). We may use trusted technical partners, bound by confidentiality, to perform parts of the work. We remain responsible to you for the work. We work as an independent contractor; nothing in this agreement makes us your employee, agent or business partner.

2. What we do (the scope)

For the website at the address you give us (the "site"), we will:

- take a full backup of the files and the database before we change anything;

- find how the attacker got in, where that can be established from what is on the site;
- remove the injected pages, files, accounts and code, or, where the hosting cannot be reached or the server itself is compromised, rebuild the site's genuine content on new hosting and leave the compromised copy behind;
- replace every plugin and theme with a fresh copy from its vendor, and update the software;
- set new passwords, reduce administrators to one, turn on two-factor login, install a security plugin and an activity log, and lock down file permissions;
- ask Google to review the site and request removal of the injected addresses from its index;
- give you a written report of what we found, what we removed and changed, what you must buy, and what you should keep doing.

The scope ends when the site is clean and locked, or migrated and locked. Anything else (redesign, content, search optimization, ongoing maintenance, fixing unrelated problems) is a separate quote. Two lines on plugins, so there is no argument later: removing a pirated or unlicensed plugin or theme is part of the cleanup even when nothing replaces it, because it cannot stay on a site we call clean; if you buy the real license and putting it back is a straight swap (the vendor's copy and its license key), we do that as part of this price; any replacement that needs more web development (rebuilding forms, a different plugin, an embedded third-party form, moving data) is checked first and is a separate fixed-price item we quote before we do it.

3. Price and payment

The price is a flat amount by the size of your site, counted in real pages, not the injected ones: up to 30 pages, \$2,000; up to 50, \$2,500; up to 100, \$3,000; up to 200, \$4,000; each further 100 pages, \$1,000. The tier is set from the real page count we agree with you on the call and is shown at checkout. Add a flat \$1,500 personal-data handling amount where your site collects personal information (driver's license or other government identification numbers, card numbers, health information), also shown at checkout. **It is paid in full, up front. Work starts once your payment is submitted from a verified bank account and your access is in; we do not wait for the bank transfer to settle.** Payment is by bank debit (ACH) through our secure Stripe payment page. The price does not change once paid, even if the real page count turns out to differ, unless you ask us for work outside the scope.

We never send bank account details by email or text. Any message asking you to pay into an account is not from us unless it is our secure Stripe payment page.

4. Your part: access within 3 business days

Within **3 business days** of paying, you give us:

- a new administrator login to WordPress created for us (not your own login);
- access to your hosting account, by adding us as a delegate or collaborator, or by a one-time secret link if the host cannot delegate; and
- access to your domain registrar, if the site has to move.

Never send a password in an email or a text message. We tell you the secure way when you pay. Everything you give us is stored in our password vault, used only for this job, and rotated or deleted at the end.

5. The clock

- **1 to 2 business days from access.** Once we can get in, our target is to have the site clean and locked within 1 to 2 business days; access received after 2 p.m. on a Friday counts from Monday morning. This is our target based on experience, not a guarantee; an unusual site or host can move it, and if we see that at the start we tell you before we begin.
- **If you cannot get into your hosting.** If your hosting access has not reached us by the end of the third business day after payment, we stop waiting and send you the new-hosting route: you buy a new hosting account (your cost, your account), add us to it, and we rebuild the genuine site there, leaving the compromised copy behind. This is the default route unless there is a good reason not to take it. **You then have until the end of the fifth business day after payment** to open the account and give us access. If your own hosting access arrives in that window, we take it; whichever access arrives first starts our clock.
- **The job closes within 5 business days of access.** Whatever state it is in on that day, it closes, with the report. If, by the end of the fifth business day after payment, neither your hosting nor the new-hosting route has given us access, the job closes unfinished on your side. Your payment then stays as a credit for 90 days, which you can use to reopen the job for a fee of \$250, or toward a maintenance plan quoted separately. If the credit is not used within those 90 days, we refund it less a \$250 administrative fee; the refund is initiated within 5 business days after the 90 days end.
- **A payment that is submitted on a Friday counts from Monday morning**, so that no clock of yours or ours runs over a weekend we do not work.
- **If an ACH payment fails or is returned**, work stops until the payment is received again, and every clock restarts from that day.
- **Delays that are not yours** (a host outage, a registrar transfer lock, DNS propagation, Google's review queue) extend the clock at no charge and are written into the report.
- **If we cannot complete the job for a reason on our side**, we refund your payment in full. The refund is initiated within 5 business days of our telling you; how long it takes to reach you after that is your bank's, not ours.

6. What is yours to provide and to buy

- **Hosting.** You should have it and be able to reach it. If you cannot, the new-hosting route in section 5 is yours to buy.
- **Plugin and theme licenses.** If the way in was a pirated (nulled) plugin or theme, we remove it as part of the cleanup. If you want it back, you buy the real license and we install the vendor's copy as part of the job when it is a straight swap; anything more is quoted first (section 2). The report names it.
- **Payment first.** Section 3.

- **Your data duties.** If personal information was exposed, any duty to notify the people affected, a regulator or anyone else is yours and your attorney's. Our report answers "what happened" so that you and your attorney can decide what to do. We do not give legal advice. If we find signs that personal information may have been accessed, we tell you in writing within 2 business days of finding them, so that no time you may need is lost waiting for the report. If a copy of your site's data that we hold is ever compromised, we tell you in writing within 10 days of finding out.

7. Your promises to us

You promise that:

- you own the site and its content, or you have the owner's written permission to let us change it and, if needed, move it;
- you are authorized to give us, and you do give us, access to the site, its hosting, its domain registrar and any connected service you tell us about, and giving us that access does not break any agreement you have with anyone else; and
- the information you give us (who owns the site, who hosts it, what it collects, what you have already done) is true and complete to your knowledge.

8. If your information is wrong: indemnity and costs

If you claimed ownership, authority or rights you did not have, or told us something you knew or should reasonably have known was untrue, and a claim, demand, investigation or lawsuit results, then you agree to defend us and our partners, to hold us and them harmless, and to pay all costs of dealing with it, including reasonable legal fees, settlements and judgments. An honest mistake about the other facts you give us is not covered by this section. This applies whether the claim comes from a previous developer, a previous host, the true owner of the site or anyone else.

9. After the job: the re-check, and what voids it

At close we leave an activity log, a security plugin with alerts to us, and an outside watch on the site. We re-check on **day 7** and **day 30**. If the compromise returns because of something we missed (a backdoor we named and failed to remove, an account we did not find), we fix it at no charge. If the log shows a cause on your side (a plugin or theme installed from outside the vendor, a pirated copy restored, a new administrator created, a password shared, a change by your developer, hosting access given to someone else), it is a new job at the standard price.

10. What we do not promise

We do not promise a date on which Google will act; Google's own guidance says a review after a spam cleanup can take up to several weeks. We do not promise that the job will be finished within the 1 to 2 business day target in section 5. We do not promise that no one will ever attack the site again. We do not promise anything about fines, penalties, insurance or lawsuits, and we do not say whether any law applies to you; that is for your attorney.

11. Limits

The compromise of your site happened before you engaged us; we are not responsible for it, for what it exposed, or for anything that flowed from it before our work began. Backups of your site stay on your hosting account or on the new hosting account. If we need a working copy while we clean, it is kept encrypted, on one machine, and deleted when the job closes; the report says so. We keep none of your site's data after the job, other than our copy of the report, the record of this agreement and your order, and what the law requires us to keep.

To the fullest extent the law allows, our total liability for all claims arising out of or relating to this agreement or the service, whether in contract, tort (including negligence) or otherwise, is limited to the amount you paid for this job. We are not liable for any indirect, incidental, special or consequential loss, including lost profits or sales, lost search rankings or traffic, reputational harm, the cost of notifying anyone about the compromise, fines or penalties, or lost data that was not in the backup we took. These limits also protect our technical partners. Nothing in this section limits what the law does not allow to be limited.

12. General

Governing law. This agreement, and any dispute arising out of or relating to it or to the service, is governed by the laws of the State of Florida, without regard to its conflict-of-laws rules.

Where disputes are heard. Any lawsuit must be brought only in the state courts located in Clay County, Florida, or in the United States District Court for the Middle District of Florida, Jacksonville Division, and each of us consents to the jurisdiction of and venue in those courts. Before filing, each of us tells the other in writing and we talk for 30 days. This does not stop either of us from asking a court for urgent relief to prevent immediate harm.

Legal fees. In any lawsuit arising out of or relating to this agreement, the winning party may recover its reasonable attorneys' fees and costs from the other.

JURY WAIVER. EACH OF US KNOWINGLY AND VOLUNTARILY WAIVES ANY RIGHT TO A TRIAL BY JURY IN ANY LAWSUIT ARISING OUT OF OR RELATING TO THIS AGREEMENT OR THE SERVICE.

Severability. If any provision of this agreement, or its application to any person or circumstance, is held invalid, illegal or unenforceable in any respect, that provision will be enforced to the maximum extent permitted by law and, where possible, modified to the minimum extent necessary to make it enforceable while preserving our original intent. The invalidity, illegality or unenforceability of any provision will not affect any other provision, and the rest of this agreement remains in full force and effect.

Order of precedence. The short version at the top of this page is a summary. If it differs from the numbered sections, the numbered sections control.

Whole agreement. This page, together with the order details shown at checkout, is the whole agreement for this job. A separate quote is a separate agreement. Any change to this job is in writing and agreed by both of us. We may update this page for future jobs; the version you accepted at checkout is the one that applies to yours. Not enforcing a term is not a waiver of it. Sections 7, 8, 9, 10, 11, 12 and 13 survive the close of the job.

13. The rest, in plain words

- **Words we use.** A business day is Monday to Friday, Eastern time, excluding United States federal holidays. Access means the items in section 4 working in our hands. Real pages are the pages and blog posts the site published before the compromise, as counted with you on the call. Clean and locked means the section 2 list is done.
- **You can bind the business.** If you are paying for a business, you confirm that you are authorized to bind it to this agreement.
- **Electronic records.** This agreement, the report and every notice between us may be delivered electronically, and ticking the acceptance box and paying at checkout is your signature. This is version 2026-09-28 of this agreement.
- **Cancelling before we start.** You may cancel before we receive access, as long as the job has not yet closed on your side under section 5; we refund the payment less any processing cost we cannot recover. Once the job has closed on your side, section 5 applies instead. We may end the job and refund the unused part if the site is used for something unlawful or if you or your people obstruct or abuse our team.
- **Answering us.** While the job is open you answer our questions within one business day; a delay on your side extends our clock by the same time.
- **Confidentiality.** We keep what we learn about your site and your business confidential and use it only for this job. We may describe the job in general terms without naming you or your site; we never publish your name, your domain or your report without your written permission.
- **Permission and ownership.** You give us permission to access, copy, change and, if needed, move the site for this job. Everything we change or add on your site is yours once the job closes, and the report is yours to use. Our tools, scripts and methods stay ours. If anyone disputes your ownership of the site or your authority to give us access while the job is open, we may pause the job until you show us written proof; if the dispute is not resolved within 5 business days, we may end the job and refund the unused part.
- **As is.** Except for what section 9 says, we provide the work as is, and we disclaim every other warranty, express or implied, including merchantability and fitness for a particular purpose. Your only remedies for work that falls short are the no-charge fix in section 9 and, if we cannot complete the job for a reason on our side, the refund in section 5.
- **What the cap does not cover.** The limit in section 11 does not apply to our willful misconduct, to our intentional misuse of your data, or to your obligations under section 8.
- **If a claim comes.** Under section 8, we tell you promptly of any claim, you may take over its defense with counsel we do not object to, and you do not settle it in a way that admits fault on our part without our written consent.
- **Our partners.** Our technical partners may rely on and enforce sections 8, 10 and 11 as if they were parties to this agreement.
- **Things outside anyone's control.** Neither of us is in breach for a delay caused by something outside our reasonable control, and the clock extends by that time.

- **Notices.** Notices to us go to jason@adamsinternetmarketing.com or the address in section 1. Notices to you go to the email address on your order.
- **Taxes.** The price excludes any sales or use tax; if one applies, it is added at checkout.
- **Payment reversals.** If you reverse or dispute the payment with your bank while the job is open, work pauses until it is resolved; section 5 sets out when money is refunded, and section 12 sets out how other disagreements are settled.
- **Passing this on.** You may not assign this agreement without our written consent; we may assign it to a successor to our business.
- **Business use only.** This service is for business websites. By paying, you confirm that you are buying for a business purpose, not for personal, family or household use. If that is not the case, do not buy through this page; contact us first.

By paying, you accept this agreement. Payment date and the version accepted are recorded with your order.

This page is for the Hacked-Site Rescue service only.