

Written Scope of Work

Version 2.0 · Effective August 31, 2026

This document defines the scope, deliverables, and standing terms for a ZenMasterWorks web design or independent audit engagement. It is written to be read plainly and referenced directly — no term here should require a follow-up email to clarify.

Client	[Client name]
Project	[Project name / URL]
Prepared by	Ari Subana, Founder — ZenMasterWorks
Date	[Date]

1. Deliverables

A ZenMasterWorks engagement follows a paid-upfront model: payment is due in full, before work begins. All sales are final — see Section 7 for complete payment terms. The specific deliverable depends on the engagement type:

- **Custom web design:** A fully built, live website on a working URL — not a mockup, wireframe, or staging preview requiring imagination to evaluate.
- **Independent audit:** A written, prioritized findings report covering the audited categories (performance, accessibility, SEO, security, or as scoped) — no production access is taken or required. Corporate and government audits are priced \$300–\$1,000 depending on scope, strictly read-only, with no upsell.
- **Every build additionally includes:** A verified 100/100/100/100 Google PageSpeed Insights score on mobile, live and re-runnable by the client at any time (see Section 6 for exact test conditions).
- Real Schema.org structured data matched to the actual business type — not a generic placeholder.
- Complete transfer of source code and hosting credentials upon delivery (see Section 3).

2. Revision Limits

Confirmed: three rounds included.

No specific revision count is currently published on zenmasterworks.com — existing pages only say “any agreed revisions.” Three rounds is the confirmed figure for this document; if it should also be published on the public FAQ, that’s a separate, simple update.

Three rounds of revisions are included in the base price for any engagement, covering layout, copy edits, and content adjustments to the initially delivered site. A round is defined as one consolidated list of requested changes, submitted together rather than piecemeal.

- **Timing:** Revisions must be requested during the build process, before the client confirms the delivered site meets the agreed scope. Once delivery is confirmed complete, further changes are treated as new scope (see below), not additional free revisions.
- **Scope changes:** Structural changes outside the original scope (e.g., a new page type not originally discussed, a platform change) are treated as new scope and quoted separately, not counted against the revision rounds.
- **Additional rounds:** Additional rounds beyond the included three, if requested during the build process, are billed at an hourly or flat rate agreed in writing before that additional work begins.

3. Ownership of Code and Assets

The client owns the source code and all delivered assets outright, with no exceptions and no ongoing licensing fee. This has been a standing, publicly stated term since this studio's founding.

- **Source code:** Upon delivery, full source code, image assets, and any custom configuration are transferred to the client in a usable, non-obfuscated format.
- **No vendor lock-in:** Hand-built HTML/CSS/JS — not a proprietary page-builder or a platform requiring an ongoing ZenMasterWorks license to edit. The client can hand the code to any other developer without needing this studio's involvement.
- **Third-party or generated assets:** Any AI-generated imagery used in the build is included in the transfer under the same terms as the rest of the delivered assets.

4. Hosting & Maintenance Responsibilities

ZenMasterWorks does not provide ongoing hosting or maintenance, and none is bundled into the project price. This is a deliberate, standing policy — published on the site's FAQ as “none whatsoever.”

- **Hosting:** The client is responsible for selecting and paying for their own hosting provider and domain registration, both during and after the engagement.
- **Maintenance:** Once source code is transferred, the client (or their own developer) is responsible for future content updates, security patches, and platform changes. ZenMasterWorks is not on retainer for this unless a separate, explicitly scoped agreement is made.

- **Post-delivery support:** Once delivery is confirmed complete, any bug in what was actually agreed and delivered will be corrected at no charge. This is bug-fixing against the agreed written scope, not an ongoing maintenance contract, new revisions, or new feature requests.

5. Accessibility Testing Method

Accessibility is tested directly, not assumed from an automated score alone.

- **Automated baseline:** Every build is run through automated Lighthouse accessibility scoring as a baseline, targeting a perfect 100 score.
- **Manual audit:** A perfect automated score does not by itself confirm a screen reader user can actually use the page, so every build also receives a manual WCAG 2.2 Level AA audit — checking heading hierarchy, landmark elements, keyboard focus order and visible focus states, color contrast ratios measured directly (not estimated), and real screen-reader navigation of interactive elements.
- **Documentation:** Findings from the manual audit are documented, including anything that required a fix — consistent with this studio's practice of publishing real findings rather than only a passing automated score.

6. Exact PageSpeed Test Conditions

The 100/100/100/100 standard refers to a specific, reproducible test, not an internal or idealized estimate.

- **Tool:** Google PageSpeed Insights (pagespeed.web.dev), the same public tool available to anyone.
- **Form factor:** Mobile (`form_factor=mobile`) — the primary target, since this is the more demanding test condition. Desktop scores are also expected to be perfect but mobile is the standard referenced in all public claims unless stated otherwise.
- **Data type:** Lab data, using PageSpeed Insights' own default Lighthouse configuration — a simulated mid-tier mobile device on a throttled network connection, not a real-user field average (field data, where available, is reported separately and labeled as such).
- **Environment:** The live production URL, tested the same way a visitor would load it — no special server-side exceptions or bot allowlisting for the testing tool.
- **Reproducibility:** A working link to run this exact test is provided with every build, so the client can reproduce the same result independently at any time.

Note: this score reflects the code ZenMasterWorks delivers. Once a client adds third-party scripts after launch (analytics, chat widgets, ad pixels, etc.), that added weight becomes part of the page and the live score will shift with it. This is disclosed plainly rather than implying a permanent guarantee once outside code is introduced.

7. Payment Terms

Payment is due in full, upfront, before work begins — one flat fee, agreed in writing in advance. All sales are final: once a build or audit is delivered, there is no refund, prorated or otherwise. What replaces a

post-delivery guarantee is verifiability at delivery — a live, re-runnable 100/100/100/100 mobile PageSpeed score (Section 6), a manual accessibility audit (Section 5), and full source code ownership (Section 3), all checked before you ever need to rely on a promise.

- **How payment is collected:** An invoice is sent once scope is agreed in writing; work begins once payment clears.
- **Scope disputes:** If delivered work doesn't match the agreed written scope, that is corrected at no charge (see Section 4, Post-delivery support) — this is different from a change-of-mind refund, which is not offered.
- **Full policy:** See the published Operational Terms at zenmasterworks.com/operational-terms.html for the complete, current policy.

Acknowledgement

Both parties acknowledge that this Scope of Work reflects the complete understanding of deliverables and terms for this engagement, superseding any prior informal discussion on these specific points.

For ZenMasterWorks

Ari Subana, Founder — Date

For Client

Name / Title — Date