

Web Support (WordPress & e-shop)

Hong Kong–registered company

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Wisegigs Limited is a Hong Kong–registered company specializing in web development, managed hosting and digital services for international clients. Our team designs, builds and maintains WordPress websites, e-commerce stores and custom online solutions, while also providing ongoing support, performance optimization and consulting. Through the Wisegigs Dev department, we focus on reliable long-term partnerships: we take care of the technical side – infrastructure, code quality and security – so that our clients can focus on growing their business.

Wisegigs Limited – Web Support Packages

We provide specialised support for WordPress websites and e-shops, with clear packages and response times.

The response times below apply to non-urgent tasks. For urgent issues a different rate may apply.

Hourly Support Packages

- 1. No pre-purchase of hours required**
- 2. Response time (non-urgent): 24 – 48 hours**
- 3. Rate: 45 € / hour**

Wise Simple

- 1. Pre-purchase: 15 hours**
- 2. Response time (non-urgent): 12 – 24 hours**
- 3. Rate: 35 € / hour**

Wise Pro

1. Pre-purchase: 25 hours
2. Response time (non-urgent): 4 – 8 hours
3. Rate: 30 € / hour

Wise Advanced

1. Pre-purchase: 50 hours
2. Response time (non-urgent): 2 – 4 hours
3. Rate: 25 € / hour

Regular Check, Maintenance & Repair Package

For websites hosted on our own infrastructure, we also offer a recurring maintenance package.

Requirements:

1. The website must be hosted on a server managed by Wisegigs Limited.

Typical scope:

1. regular checks and updates of WordPress, themes and plugins
2. basic security monitoring
3. monitoring for errors and functional issues
4. fixing minor problems caused by updates or incompatibilities

Support cost:

1. 50 € / month (excluding VAT)