

Website Change Request Form Template

Fill in every [bracket], delete the guidance in italics, and send it as a PDF or a link. Written for web designers; works in Google Docs, Word, Notion or any proposal tool. Part 1 is the form. Part 2 is four reply emails. Part 3 is a filled-in example.

Part 1: Change Request Form

Project: [Client business name], [Website project name] **Change request no.:** [CR-01] **Date:** [Date] **Prepared by:** [Your name], [Your studio] **Original proposal:** [Proposal title and date]. *Point back to it: the same terms and conditions apply to this change.*

1. What the client asked for

One request per form. Three asks means three forms and three prices. Use the client's own words.

[Client contact name] asked on [date], by [email / call / message]: "[quote the request]".

2. Checked against the original scope

Open the accepted proposal and sort the request into one of these three piles.

- ☐ **Included.** It is already covered by [scope line / revision round]. No change request needed. Do it, within the rounds left.
- ☐ **A fix.** Something we built does not work as agreed. We will fix it at no charge.
- ☐ **New work.** It is outside the original scope: [which line, or what the proposal says is not included].

3. What it adds

	Original	This change	New total
Fixed fee	[\$ ____]	[+ \$ ____]	[\$ ____]
Pages	[__]	[+ __]	[__]
Business days	[__]	[+ __]	[__]

Price it as a fixed fee when you can. If it is a small change, you may bill it on a time-and-materials basis at your standard hourly rate, as long as you say so here.

Launch date: moves from [date] to [date] if approved by [date].

4. The client's options

- [] **Approve** the change as priced above.
- [] **Smaller version:** [describe a cut-down option, with its own price and days].
- [] **Not now:** hold it for [after launch / a later phase]. Nothing changes in the current project.

Offer the smaller version rather than a discount.

5. Payment

- Fee for this change: [\$ ____], [due now / invoiced separately when the work is done].
- Each change request is invoiced on its own, so the original invoices stay unchanged.
- Invoices are due [on receipt / within 15 days]. (*Choose your terms and write the date down.*)

6. When the feedback rounds apply

Date the client's side too.

- A round is one list of feedback, from [one named person], within [5] business days of each draft. A second list is a new round.
- If feedback, copy, photos or logos arrive late, the later dates move by the same number of days.

7. What counts as a big change

Optional. Decide a line in advance and write it down. If a change is bigger than [10]% of the schedule or budget, or [\$1,000], whichever is greater, we will write a new proposal instead of a change request.

8. Approval

I approve change request [CR-01] as chosen above, for the price and days shown, and the same terms as the original proposal.

Option chosen: [_____]

Client name: [_____] **Date:** [_____]

Signature or typed name: [_____]

[Your name], [Your studio] Date: [_____]

Start the work after you have this written yes, not after the call.

Sending lots of these? Workspace369 turns a proposal into a link your client accepts with a typed name. Once accepted, the proposal locks, and on Specialist a later change goes through a change order the client approves, made in the app: https://workspace369.com/features/change-orders/?utm_source=template&utm_medium=download&utm_campaign=website-change-request-form-template&utm_content=accept

Part 2: Four reply emails

Send each in the same thread as the original request, so the history stays in one place. Change the numbers.

A. It is new work

Subject: Re: [their subject]

Hi [Name],

Thanks, I checked this against our scope. [The ordering page] is new work. It is [price] and adds [number] business days, so launch moves to [date]. The change request form is attached. Reply "approved" and I'll start.

[Your name]

B. It is already included

Subject: Re: [their subject]

Hi [Name],

Good news: this fits [revision round 2]. Send me one list of changes by [date] and I'll do them all.

[Your name]

C. It is a bug we will fix

Subject: Re: [their subject]

Hi [Name],

Thanks for catching that. It should work as we agreed, so I'm fixing it now at no charge. I'll tell you when it's live.

[Your name]

D. "That costs too much"

Subject: Re: [their subject]

Hi [Name],

Understood. Here is a smaller version: [describe it], for [price] and [number] days. Or we can hold the original request for after launch. Which would you like?

[Your name]

This template is general information, not legal advice. Have your terms checked by someone qualified where you work, especially payment, ownership and late-fee wording.

Template from the One Person Agency channel. Our #1 pick is Workspace369.

Part 3: Example, the same form filled in

A fictional studio and client, so you can see what "specific" looks like. Your numbers will differ.

Change Request CR-01 for Pine & Co. Bakery Project: Pine & Co. website · Prepared by: Maya Reyes, Reyes Web Studio · Original proposal: Standard package, 6 pages, 2 revision rounds, \$4,800 fixed fee

1. The ask. Jo Park asked by email on the 9th: "Can you also add an online ordering page, and tweak the homepage a bit more?"

2. Checked against scope. Ordering page: **new work** (not in the 6 pages). Homepage tweaks: **included**, they fit revision round 2.

3. What it adds.

	Original	This change	New total
Fixed fee	\$4,800	+\$650	\$5,450
Pages	6	+1	7
Business days	20	+4	24

Launch moves from the 28th to the 3rd of next month if approved by the 14th.

4. Options. Approve the ordering page as priced · Smaller version: an order-by-email form on the Contact page, \$150 and 1 day · Not now: hold the ordering page for after launch.

5. Payment. \$650, invoiced separately when the page is done, due on receipt.

6. Rounds. The homepage tweaks are in round 2: one list from Jo within 5 business days. A second list would be a new round.

7. Big change. The line is the greater of 10% of the budget (\$480) or \$1,000, so \$1,000. This change is \$650, under the line, so it stays a change request.

8. Approval. Option: Approve. Accepted by Jo Park, typed name, on the 12th.

Fictional example. The studio, client and numbers are made up to illustrate the template.