

TERMS OF AGREEMENT

We're excited at the prospect of working together. Before we begin, here are some very important things that you, as a potential client, should know before we move forward.

Hours of Operation & Communication

Unless specified, emailing is the preferred means of communication. Along with being simple, it provides a record of conversation between clients and ourselves. Clients are welcome to email us 24 hours a day, 7 days a week. However, our official hours of operation are Monday through Friday, 9am-5pm (Eastern Standard Time). We do our best to respond to project related messages within the same day that they are sent to us, provided that they are during the above stated hours.

Project Outline and Agreement

Before every project it's important that an outline be made of the agreed upon work. Once both parties agree on an outline, an agreement with the project outline will be signed. Once an agreement is signed it cannot be altered. In the event that a project needs to be expanded or amended, a new outline and agreement may be provided, along with a new cost estimate. This will be at our discretion. We have the right to refuse a new project.

Information & Timeframes

In order to begin a project successfully, it's important for clients to give us all of the necessary information that we will need to begin our work. This may include access to a website's backend, content (such as but not limited to: keywords/phrases, affiliate link information, etc.), special contact information, and all other items deemed necessary for the project, which have been stipulated within a project outline. This information should be delivered after a project outline and agreement have been signed and before the first payment installment has been sent.

Clients are responsible for adhering to the timeframes and due dates given within an Agreement and Project Outline. This enables us to deliver a completed project to a client on deadline.

All clients are given 48-hours to respond to messages. In the event that we have not been able to successfully reach a client after initial contact has been made, we reserve the right to terminate contract/communication.

Revisions

All clients are entitled to review a first final draft of a project. At that time, they will be given 24-hours to provide feedback. In the event that a client does not provide feedback within the allotted time, we will, at our discretion, turn the final project in on the agreed upon deadline.

Payment

A partial down payment of 50 percent of the final bill for a project is required of all clients **before** work begins. This provides assurance that a client is serious about having a project completed as specified in the outline and agreement. This is a non-refundable payment. **The final 50 percent of payment is due once the completed project has been approved and handed off to the client.**

In the event that a project cannot be completed as originally agreed upon, the client will receive a refund*.

Note: *This is not applicable to clients who 1) approve first final drafts or final projects 2) request revisions beyond the scope of Project Outlines and Agreement 3) fail to provide information, content, or access in the agreed upon timeframe or 4) the execution of work has begun.