



# Terms & Conditions

## Billing

Think Pink Software™ e-mails out invoices on the 15<sup>th</sup> of each month for regular monthly charges and any extras (ie. Flyers, postcards, signatures, etc) completed the 1<sup>st</sup>-15<sup>th</sup>. Any extras completed after the 15<sup>th</sup> will appear on the following month's invoice.

## Payments

Think Pink Software™ requires a credit card be placed on file which will be charged on the 16<sup>th</sup> of the month. If for some reason you are adamantly opposed to giving us credit card information, you may select an alternate form of payment. However, we must receive that payment by the 16<sup>th</sup> of the month. You can pay online at our website via our Merchant Service or PayPal: [www.thinkpinksoftware.com/payment.html](http://www.thinkpinksoftware.com/payment.html). The PayPal e-mail to transfer to is: cayehowe@marykay.com

## Past Due Balances

Think Pink Software™ will charge a late fee of \$10 on late payments. At 10 days past due, no more work will be done on your account (website, flyers, newsletters, etc). At 20 days past due, any website you have with us will be disabled until payment of all past due amounts has been received. If your account becomes seriously past due (6 months or more) we reserve the right to seek legal action if necessary.

## Notice of Termination

Think Pink Software™ works on a month-to-month basis with its clients. As such, we require notification prior to the 1<sup>st</sup> of the month if you wish to terminate services with us. Failure to notify Think Pink Software™ of your desire to terminate services prior to the 1<sup>st</sup> of the month can result in regularly monthly charges being accrued.

## Vacations & Holidays

Think Pink Software™ will be closed during certain holidays throughout the year during which no work will be done, no e-mail will be answered, and no phone messages will be returned. Clients will be notified well in advance of the vacation weeks by e-mail and voxer group.

The office will also be closed for the following holidays:

- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving & the day after
- Christmas & New Year Holiday

## Office Closures

We also may be closed due to inclement weather or any unforeseen reason. If we are closed, we will contact you to let you know that we are unable to perform services and will let you know once we are able. No credits are offered if we are closed and cannot complete work that day, as it will be picked up at another time and efforts will be made to "double up" on work during the time when we are updating your site - until we are caught up. Think Pink Software's manager and staff will work together to schedule time off on days that do not affect your

update day or make other arrangements to have your material/site updated on your scheduled day. Please understand that there are no credits for staff taking time off during our scheduled leave period (major holidays/two weeks of vacation). Also understand that uncontrollable events do happen, and if we are unable to update your website for some reason, we will contact you ASAP to make arrangements to update your website/material.

### **Copyright**

All website designs, logos, and graphics created by Think Pink Software™ are the copyrighted property of Think Pink Software™. All websites created or maintained by Think Pink Software will be branded with our signature: *Site designed/maintained by Think Pink Software™*. All graphics created by Think Pink Software™ are to be used only for and by our clients unless express permission has been given. Use of our designs or graphics without express permission will be considered copyright infringement. Source files for graphics, flyers, postcards, etc. may be given to the client upon request.

### **Property**

Domain names purchased at the request of a client are the property of the client and will be freely transferred to the client upon termination of service. Registration of the initial domain is included in the setup fee of the website. Yearly renewal of the domain name will be billed to the client.

Website designs and logos and their accompanying source files created by Think Pink Software™ are the property of Think Pink Software™ and can be purchased for use by the client for \$100 upon termination of service.

### **Business Hours**

Think Pink Software™ operates Monday – Friday 8am to 5pm EST. The office phone doubles as our home phone so please be respectful of the hour when calling. We are a home-based business and the chaos of everyday life can often be heard over the phone.

### **Rush Jobs**

Any work that the client requests to have completed outside of normal business hours is subject to a rush fee of \$20.

### **Websites**

This is the only service for which we require a deposit of ½ down before we will begin work. Once the deposit is received we will design a layout for you and e-mail you a preview. We will go back and forth with you until you are happy with the layout design. Once we receive written notification from you that you are ready for us to proceed to building the website, we will begin loading content. At this point in the process if a complete redesign is requested there will be a design fee of \$125 added to your invoice. We will notify you when content addition has been completed and you will be given the opportunity to review the site. The invoice balance must be paid in full before the site will be made Live.

If the client elects to terminate the project after the deposit has been made and before the completion of the project, the invoice will be modified to *Time and Materials* and time spent will be billed at \$15/hour.

### **Website Update Details**

#### ***Details about Weekly updates***

1. You **MUST** submit your updates to us no later than 8am EST of your update day
2. If you send in a submission AFTER the deadline and want it posted prior to your deadline, there will be an additional fee of \$5 to post outside of your scheduled time (*timestamp is based on what WE see in our email*)
3. You can send your updates at any time, but the cutoff will be 8AM EST of your update day
4. We DO conduct updates outside of what you send on a weekly basis. There is always something happening on your site.

*We recommend this level if you send in updates regularly and your updates are numerous and take a fair bit of time to complete. We can tell you if this is the case*

#### **Details about Twice a Month updates**

1. You **MUST** submit your updates to us no later than 8am EST of your update day
2. If you send in a submission AFTER the deadline and want it posted prior to your deadline, there will be an additional fee of \$5 to post outside of your scheduled time (*timestamp is based on what WE see in our email*)
3. You can send your updates at any time, but the cutoff will be 8AM EST of your update day
4. We DO conduct updates outside of what you send in email. We make sure events are not outdated and keep recognition current (*based on when reports are available*).

*We recommend this level if you do not send in many updates or the updates you send do not take long to complete*

#### **Details about Once a Month updates**

5. You **MUST** submit your updates to us no later than 8am EST of your update day
6. If you send in a submission AFTER the deadline, there will be an additional fee of \$5 to post outside of your scheduled time (timestamp is based on what WE see in our email)
7. You can send your updates at any time, but the cutoff will be 8AM EST of your update day
8. We highly recommend that you schedule your update during week 2 to ensure that recognition and promotions can be updated. If your update is during week 1 it is very likely that some months of recognition will be missed due to when the week begins, and reports are updated.

#### **Newsletters**

We make every effort to have newsletters completed within 10 days AFTER the close of reports on InTouch. We generally start newsletters the day of/after MK Corporate has updated the final statistics.

#### **Other Services**

Think Pink Software™ will make every effort to complete specific requests in a timely fashion. When a request is received we will attempt to give you a timeline as to completion.

#### **Privacy**

Think Pink Software™ will not sell or share your information with any 3<sup>rd</sup> party without your express permission. InTouch passwords are used only for gathering information to be used for services being rendered.