

Terms of Use

- **Payment Terms and Currency Information:**

- At [KelliWallin.com](https://kelliwallin.com), LLC, all transactions are conducted in **United States Dollars (USD)**. This applies to all services and fees provided by our company.

To ensure a smooth and transparent process:

- All prices displayed are in USD.
- Payments must be made in USD regardless of the customer's location.
- If you're using a credit card or payment processor that automatically converts currencies, be sure to confirm the exchange rates and fees with your provider.
- **50% Deposit Requirement:** A 50% deposit is required for all services to commence, unless otherwise arranged in writing. This deposit secures your project and allows us to allocate the necessary resources to deliver exceptional results.

SAME PAGE AS ABOVE, PLEASE

Security and PCI Compliance

We take the security of your payment information very seriously. We comply with the **Payment Card Industry Data Security Standard (PCI DSS)** to ensure that all transactions are handled safely and securely. This means:

- **Secure Payment Processing:** All payments are processed through trusted and secure payment gateways that meet PCI DSS standards.
- **Data Protection:** Your payment information is encrypted during transmission and never stored on our servers.
- **Fraud Prevention:** Our systems include advanced measures to detect and prevent fraudulent transactions.
- **Industry Compliance:** We continuously review and update our processes to stay in compliance with PCI requirements, providing you with peace of mind.

When you work with Ready. Set. MARKET., you can trust that

your payment information is handled with the utmost care and security.

For any questions regarding payment, currency or security details, feel free to reach out to our support team at 928-208-0138.

- **Refund Policy for Marketing Services**

At [KelliWallin.com](https://kelliwallin.com), LLC, we are committed to delivering high-quality marketing services specifically tailored to your business needs. Due to the nature of these services, the following refund policy applies:

1. **Non-Refundable Deposits:**

All deposits or initial payments made to secure marketing services are non-refundable. This is to cover the time and resources allocated to planning and initial work.

2. **Completed Work:**

Payments for work that has been completed and delivered are non-refundable. This includes, but is not limited to, content creation, ad campaigns, graphic design, and consultation services.

3. **Prepaid Services:**

For prepaid services (e.g., monthly retainer fees or bundled packages), refunds for unused portions will be considered on a case-by-case basis. Any refunds issued will be prorated based on work already completed.

4. **Cancellation of Services:**

Clients may cancel ongoing services within 30 days with written notice, prior to next billing cycle. Refunds, if applicable, will be determined based on the terms of the service agreement and the amount of work completed up to the date of cancellation.

5. **Dissatisfaction with Services:**

If you are dissatisfied with any aspect of our work, please contact us immediately at 928-208-0138. We will make every effort to resolve the issue and ensure your satisfaction. Refunds will only be considered if issues cannot be resolved and will be at the discretion of management.

6. **Third-Party Costs:**

Expenses incurred for third-party services (e.g., ad spend, stock images, printing) are non-refundable, as these are paid directly to the vendor on your behalf.

For any questions or concerns regarding our refund policy, please contact our team at 928-208-0138. We are here to ensure a positive experience and successful outcomes for your business.

Marketing Service Fulfillment Policy

At [KelliWallin.com](https://kelliwallin.com), LLC, we are dedicated to providing exceptional marketing services specifically tailored to your business needs. Our fulfillment policy outlines the process and expectations to ensure a successful partnership and the timely delivery of services.

1. **Service Agreement:**

Prior to the commencement of any project, an estimate will be provided. This agreement outlines the scope of work, deliverables, timeline, and payment terms, ensuring both parties are aligned.

2. **Timeline for Deliverables:**

All deliverables will be completed within the agreed timeline specified in the service agreement. Should there be any changes or delays, they will be communicated promptly, along with updated timelines.

3. **Client Responsibilities:**

To ensure smooth fulfillment, clients are expected to provide all necessary materials, approvals, and access (e.g., logos, website logins, brand guidelines) in a timely manner. Delays in providing these materials may impact the project timeline.

4. **Revisions and Feedback:**

Clients will have the opportunity to review and provide feedback on deliverables. Our services include two rounds of revisions for each deliverable. Additional revisions may be subject to an extra fee.

5. **Payment Terms:**

Fulfillment of services requires adherence to the payment terms outlined in the service agreement. This typically includes a 50% deposit prior to the start of the project, with the balance due upon completion or as otherwise specified.

6. **Third-Party Services:**

For services requiring third-party vendors (e.g., ad placements, printing, stock images), fulfillment is contingent on vendor timelines. We will coordinate and communicate with vendors on your behalf to ensure a seamless process.

7. Completion of Services:

Upon project completion, clients will receive all agreed deliverables in their finalized format. For ongoing services (e.g., ad management or social media), regular updates and performance reports will be provided as per the agreement.

8. Scope Changes:

Any modifications to the original scope of work must be documented and approved in writing. These changes may affect the timeline and cost of the project.

9. Satisfaction Commitment:

Your satisfaction is our priority. If there are any concerns regarding the fulfillment of services, we encourage clients to contact us immediately at 928-208-0138. We will work diligently to address and resolve any issues.

For questions or further details about our marketing service fulfillment policy, please don't hesitate to reach out to our team. We are committed to delivering results that exceed your expectations.