



Social Lab Marketing
2231 Ridge Rd #200
Rockwall, TX 75087

A Letter From Our Owner

New Social Lab Client,

I wanted to personally welcome you to the Social Lab Marketing family! Thank you for placing your confidence and trust in us for all of your marketing needs. Our team here is excited to watch your journey of growth over the years. Social Lab is a family owned business, so you will find our standards to outstanding customer service and work ethic surpasses most.

Our manager here at Social Lab Marketing is Celeste Wright, and she can be reached directly at (214) 558-6544. She will be your main contact going forward. Please feel free to reach out to myself if ever needed, my email and phone line are always open, I enjoy hearing from our clients.

We have been blessed to work with most of our clients for years, all over the US, big and small, and are excited personally for your new journey. Please find below our cancellation policy and agreement, as well as remember to go over your checklist in the welcome email. If you have any questions, feel free to reach out to anyone from the team and we would be happy to answer them.

Let's get to growing!

Blessings always,

Owner/CEO

Tori Asiatico Owner/CEO

(469) 882-8410

2231 Ridge Rd #200 Rockwall, TX 75087

socialmediawhitecoat@gmail.com



Cancellation/Payment Policy

Cancellation of Services: To cancel services with Social Lab Marketing, you must give a 60-day written notice to socialmediawhitecoat@gmail.com stating you will no longer like to render services. You will be billed for the next 60 days of services after written notice, billing and services will be discontinued after the 60 days are completed. During these 60 days you will still receive complete services as promised. Social Lab Marketing does not hinder services in any way due to a cancellation notice in effect. Please refrain from pulling any access during this time. If access is pulled from us, the full 60 day payment is still due and Social Lab Marketing is not responsible for work continued, due to access pulled. You, client, are in agreement to all cancellation terms. Social Lab Marketing may enforce this guaranty without first resorting to or exhausting other remedies provided by the agreement or the law. Client, you, agrees to pay all reasonable costs, attorneys' fees, collection fees, and damages incurred by Social Lab Marketing in enforcing this guaranty.

Refunds: Social Lab Marketing provides NO refunds, no exceptions. If you have any concerns with your services, please reach out to the owner directly at (469) 882-8410.

Billing: An active card with sufficient funds is required to be on file at all times, starting your first day of sign up. You will be billed only once per month per the agreed amount between you and Social Lab Marketing. If in the circumstance a card is declined, you will get notice via text or email. Please make sure sufficient funds are available on your billing date to avoid fees. Social Lab Marketing does offer a grace period of 3 days (72 hours) for your client profile to be up to date on billing. If billing is not paid within the 72 hours, a \$100 late fee will be added *per day* after the 3rd day not paid. Opinion of services, closure of business, or other circumstances does not permit due billing to be not paid, if you are ever not satisfied with services or have an issue arise, client may reach out to owner with any clarifications or questions first, and then put in a 60 day notice if issue not resolved and your 6 months have been reached. You, client, are in agreement to all billing terms. Social Lab Marketing may enforce this guaranty without first resorting to or exhausting other remedies provided by the agreement or the law. Client, you, agrees to pay all reasonable costs, attorneys' fees, collection fees, and damages incurred by Social Lab Marketing in enforcing this guaranty.

Disputes:

Any and all disputes of payments are NOT permitted under any circumstances ever. Social Lab Marketing will only charge clients payment method once per month, on the agreed amount per client and Social Lab Marketing, as stated in our billing section of this agreement. If a due payment is disputed, client is responsible for amount due and any damages caused to Social Lab Marketing. You, client, are in agreement to all dispute terms. Social Lab Marketing may enforce this guaranty without first resorting to or exhausting other remedies provided by the agreement or the law. Client, you, agrees to pay all reasonable costs, attorneys' fees, collection fees, and damages incurred by Social Lab Marketing in enforcing this guaranty.

By signing below, you are in complete agreement with the terms and conditions stated above and understand the Cancellation/Payment policy clearly. Client, you, understands this agreement is permissible in court and the agreement is to protect your business, as well as ours. This agreement is effective until the end of client/agency relationship stated above.

Print Name _____

Business Name _____

Date _____

Signature _____

Social Lab Marketing

2231 Ridge Rd #200 Rockwall, TX 75189

www.makemybusinessfamous.com



Term/Compete Policy

Term of Services: Social Lab Marketing is committed to transparency to our clients. We require a minimum of *6 month commitment*. The first day of the 6 month commitment starts on the day of sign up and first billing payment received. This is essential to collect a good reference of data and analytics to ensure growth over time is being met. As well this allows for SEO, backlinks, growth, and implementation of tactics as well as our team to have time to work for you, the client. Social Lab Marketing requires it's team to track daily any and all work being done for client. Client is allowed at anytime to request this data for transparency. Client, you, are aware of the minimum requirement of 6 months and are agreeable on these terms. Client, you, are able to put in your 60 days notice on or after the 60 days preceding the 6 month date from your start date. Under any circumstance is this agreement delinquent and not to be followed. Social Lab Marketing is not a lead generation company. We pride on doing marketing right for the long term success of the business. Leads *may* vary depending on methods used. You, client, are in agreement to all term of services policy terms. Social Lab Marketing may enforce this guaranty without first resorting to or exhausting other remedies provided by the agreement or the law. Client, you, agrees to pay all reasonable costs, attorneys' fees, collection fees, and damages incurred by Social Lab Marketing in enforcing this guaranty.

Compete Policy: During the entire duration of working with Social Lab Marketing, client, you, may not work with any other competing agency. Client, you, must inform Social Lab Marketing before or on the first day of starting services if working with another agency on SEO, website details, social media marketing, ads, and any marketing efforts. If client, you, works with another agency while working with Social Lab Marketing, we are not responsible for outcomes on SEO and marketing efforts if working on competing subjects.

By signing below, you are in complete agreement with the terms and conditions stated above and understand the Term/Compete policy clearly. Client, you, understands this agreement is permissible in court and the agreement is to protect your business, as well as ours. This agreement is effective until the end of client/agency relationship stated above.

Print Name _____

Business Name _____

Date _____

Signature _____

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