

Sundog Studios LLC - Client Termination Policy

At Sundog Studios, we are committed to creating high-quality content and maintaining positive, professional relationships with all of our clients. To ensure fairness and accountability, we have established the following termination policy for our content bundle contracts:

1. Client-Initiated Cancellation

- You may cancel your content bundle contract at any time by providing written notice.
 - Upon cancellation:
 - We will complete and deliver the content currently in production for that month; and
 - You will be responsible for paying a cancellation fee equal to three (3) months of content fees, or the remaining balance of your contract if fewer than three months remain.
 - All amounts already paid are non-refundable.
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2. Company-Initiated Termination

- Sundog Studios may terminate a contract if a client:
 - Fails to make timely payments;
 - Engages in abusive, harassing, or uncooperative behavior;
 - Refuses to provide necessary information, access, or approvals; or
 - Otherwise prevents us from performing our Services.
- In such cases:

- We will complete and deliver the content currently in production for that month; and
 - The same termination fee applies (three (3) months of content fees or the remaining contract balance, whichever is less).
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3. Warning & Resolution Process

We believe in fairness and will always provide written notice before terminating a contract:

1. **First Written Warning** – Identification of the issue and requested corrective action.
 2. **Final Warning / Notice to Cure** – A final opportunity to resolve the issue within fourteen (14) calendar days.
 3. **Termination Notice** – If unresolved, formal termination of the contract and assessment of the applicable termination fee.
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4. Why We Have This Policy

Our content bundle pricing is structured to provide professional content at a discounted rate in exchange for your commitment. Early termination disrupts scheduling, preparation, and resource allocation. This policy ensures fairness while allowing us to deliver the best possible work to every client.

For complete and current policies regarding cancellation, termination, and rescheduling (applicable to content bundle and non-bundle projects), please consult your Master Client Contract (the “Agreement”). If you do not have an Agreement, you may request the standard terms by submitting a written request to info@sundog-studios.com. To the extent of any inconsistency between this website and the Agreement, the Agreement shall govern.

This page is a summary, not legal advice/contract.