



Subscription Packages for Genealogical Research and Reporting Terms of Service

This Agreement, or Terms of Service for Subscription Packages, (the “Agreement”) states the terms and conditions that govern the services provided by Natalie Igunbor and Ancestor Connect (the “Genealogist”) for Clients who purchase Subscription Research Packages. Genealogist and Client agree to be bound by this Agreement.

1. Services to be Rendered

The Genealogist shall analyze information now in Client’s possession concerning ancestral lines. Based on Client input, Genealogist shall form research questions and shall research ancestral lines and compile a Family Story on the extent of the research, with documentary support of conclusions. The report shall be made available to Client in electronic form. Documentary support will also be attached to Client’s family tree on Client’s choice of FamilySearch or Ancestry.com. These services (research, reporting, and documenting) will constitute 4 hours of Genealogist’s time per Reporting Cycle, as described in Section 2.

Additionally, Client has access to Genealogist’s open office hours, an online meeting where Client may come and discuss family history/genealogy related items with Genealogist. These Office Hours links will be emailed to Client weekly. This is an optional, free service. If Client chooses not to participate, no reimbursement is provided.

Additional Service for Standard and Premium Package Subscribers:

Genealogist regularly researches at archives and genealogical libraries. If documents available at these archives and libraries are relevant and beneficial in answering research question, Standard and Premium Package Clients will receive prioritized research status, meaning that Premium Package Clients research will be conducted first, followed by Standard Package Clients, followed by other clients or personal research genealogist may need to do.

Additional Service for Premium Package Subscribers:

Premium Package Subscribers may have up to two necessary UK Documents ordered from the GRO for free each month. Necessary Documents are those required to establish identity. This is an optional, free service. If Client chooses not to participate, or no documents are needed, no reimbursement is provided, and benefits do not accrue or roll-over to the next month. Original Documents will be kept by Genealogist. A scanned copy will be provided to Client, and original will be mailed to Client upon request in writing.

2. Conditions and Terms

This Agreement shall be in force after the following three Conditions are met:

- i. Client purchases a Subscription Package (Basic, Standard, or Premium) from AncestorConnect.
- ii. Client provides Genealogist a summary of information known to him/her about matters covered in the scope of services, to include copies of previous research reports or summaries, copies of significant documents, and lists of sources or collections previously searched. This may be done in writing, verbally over the phone, or by sharing Client's family tree on FamilySearch or Ancestry.com. Client also will provide their contact information. Client understands that Genealogist may contact him/her to clarify known information.
- iii. A research question stating Client's desired results is developed jointly by Genealogist and Client.

If Conditions are not met within 14 days of Subscription Package Purchase, Subscription Package may be cancelled and money refunded, less a \$15 fee to compensate for Genealogist's time and bank fees.

Reporting Cycle Once the conditions are met, Genealogist will complete services on the following schedule:

Basic Package Subscribers: Family Story report of results will be presented to client on or before four months from the date of subscription purchase. (Example: If Basic Package is purchased on August 15, 2019, results will be reported on or before December 15, 2019.)

Standard Package Subscribers: Family Story report of results will be presented to client on or before two months from the date of subscription purchase. (Example: If Standard Package is purchased on August 15, 2019, results will be reported on or before October 15, 2019.)

Premium Package Subscribers: Family Story report of results will be presented to client on or before one month from the date of Conditions met. This will allow Genealogist sufficient time to complete quality research for client. (Example: If Premium Package is purchased on August 15, 2019, and Conditions met on August 20, 2019, results will be reported on or before September 20, 2019.)

Once the reporting cycle is complete, an updated research question will be developed, and the cycle will begin again for the next reporting period.

Client may cancel their subscription at anytime through their superpay.it account, the third-party purchasing vendor used by Ancestor Connect. If Client cancels their subscription in the middle of a research cycle, results up to that date will be reported.

If Conditions have been met by Client, and Research Services have been completed by Genealogist, the Terms of Service will be deemed fulfilled and no refund will be provided.

3. Additional Expenses Incurred

Occasionally, additional expenses may need to be incurred to complete the research question. Before expenses are incurred, Genealogist will communicate to Client an estimate and explanation of expenses in writing. Client may choose to:

i) be invoiced for the additional expenses

ii) use their subscription plan payment towards the expenses. This will reduce the amount of time spent in Research and Reporting Services proportionally at the rate of \$35/hour. Example: If a birth certificate costs \$35 to order and Client chooses to use their subscription plan payment, they would receive 3 hours of Research and Reporting Services plus the birth certificate for that Reporting Cycle.

iii) not incur the additional expenses and have Genealogist research a different area of their family tree.

Common types of additional expenses are explained below. Additional expenses are not limited to these examples.

Document ordering. It may be necessary to order a birth, marriage, or death certificate or military records of service to answer Client's research question. The cost of these vary by location where records are held. Additionally, the time required to receive documents varies by repository, anywhere from two days to two months. There is also no guarantee that, when a document is received, it will have the desired information on it. Client will pay for document at time of ordering and assumes the risk of non-discovery.

Research outside of normal scope. Genealogist regularly researches at Dallas Public Library, Fort Worth Public Library, and her local branch of the Family History Library. Costs incurred with researching at these locations will be covered by Genealogist. However, records are unique to each repository. If a research trip is needed to another repository, Client will be billed at a rate of \$0.60 per mile for travel to and from repository, plus incidental expenses (parking, library fees, meals, hotel if needed). If estimated expense for research exceeds \$100, and Client chooses to incur expense, 25% of estimate will be required before research begins in order to defray costs and risks to Genealogist.

4. Work Product Rights

Client may use results and make copies for personal and family use. To formally publish any portion of the work product, Client shall seek Genealogist's consent in advance and give credit to Genealogist. Genealogist shall respond to any consent inquiries within 30 days.

Genealogist reserves the right to share her work product, withholding any confidential information, as listed in section 5.

5. Confidentiality

Client understands and agrees that Genealogist shall hold confidential his/her name, address, telephone number, and any other identifying information. Genealogist shall also hold confidential material furnished by client which contains information that is not a matter of public record or which cannot be rightfully obtained from another nonconfidential source. Genealogist shall also hold confidential any information relating to persons currently living and matters the Client deems sensitive in nature.

6. Disclaimers

Client understands and agrees that Genealogist can make no guarantees regarding what information, if any, may be found or what conclusions may be drawn from it. Client further understands and agrees that Genealogist cannot predict in advance the time needed to find information or to prove facts or relationships, and that the risk of nondiscovery, or of discoveries contrary to those desired, is on Client, not Genealogist.

7. No Modification Unless in Writing

No modification of this Agreement shall be valid unless in writing and agreed upon by both Parties.

8. Applicable Law

This Agreement and the interpretation of its terms shall be governed by and construed in accordance with the laws of the State of Texas and subject to the exclusive jurisdiction of the federal and state courts located in Tarrant County, Texas.

Ancestor Connect
Natalie Igunbor
PO Box 164061, Fort Worth, TX 76161
ancestorconnect@outlook.com
970-373-3136