




BUSINESS & NOTARY
SERVICES
ALJ Business & Notary Services, LLC
P. O. Box 645
Avondale Estates, GA 30002
Phone: 678-509-5685
www.aljbns.org
info@aljbns.org

VIRTUAL ASSISTANCE POLICIES

Virtual Assistance Policies

ADMIN SUPPORT

General Terms

- 30-minute virtual consultations are **FREE** and will be conducted via **Zoom Meeting**.
- Payment and signed **Service Agreement** is required prior to the commencement of work.
- All work submitted will be acknowledged within 3 hours of receipt, **Monday through Friday, 9am to 5pm**.
- **ALJ Business & Notary Services** reserves the right to reject any work, including work which is believed to be unlawful and/or immoral.

The Work

- We offer a **FREE 30-minute** virtual consultation on projects up to the point that the client signs a contract. All other meetings and phone calls will be charged at the hourly rate of \$40 and rounded up to the nearest minute.
- It is the responsibility of the client to ensure that all submitted work is legible and accurate.
- All required passwords and supporting information should be submitted via email.
- Working hours and days of work are negotiable based on the project/task and will be agreed upon prior to signing contract.
- Full Antivirus protection is used for all incoming emails and documents. After the scan, we reserve the right to delete any unsolicited attachments which are cause for concern.
- Any errors made by **ALJ Business & Notary Services** will be corrected **FREE** of charge and on a timetable agreed upon by client.
- File formats accepted are **Microsoft Word, Excel, PowerPoint, Publisher** etc.
- All word documents, images, files should be sent via email to info@aljbns.org, Dropbox or USB by courier to: **ALJ Business & Notary Services, LLC, 15 Franklin Street, Unit #645, Avondale Estates, GA 30002**.

Payment Methods

- Pricing is set and rates are non-negotiable.
- We accept wire transfers to our bank account, funds transfer through **PayPal**, credit cards (online) and [paypal.me/aljbns](https://www.paypal.me/aljbns).
- Invoices are sent to request payment. All invoices outline the scope of the project, and it is important to read the invoice. When paying the invoice, you are agreeing to the work stipulated on the invoice.
- Please note that all payments are due as indicated in the due date section of the invoice.

Refund Policy

- Due to the nature of the services being provided, all payments are non-refundable.

LOGO DESIGN

The Work

- Pricing is set and rates are non-negotiable.
- A 50% deposit is required prior to the commencement of the design.
- Final payment must be made prior to release of the final design.
- We require the completion of a “Logo Design” form so that we can collaborate and translate your visual message into a design that is tailor made for you.

Turnaround Time (TAT)

- Logo designs are completed within 7 business days.
- Expedited design services are available for an additional fee and your logo will be completed within 3 business days. Expedited fees must be paid prior to the commencement of the design along with the applicable design package fee.

Non-Payment of Services

- If final payment is not received by the established due date, an additional 2.5% late fee will be assessed every 5 calendar days thereafter, up to 20 calendar days.
- Final payment and late fees must be made prior to the release of the logo design to client.
- Any additional costs incurred for chasing and/or recovering the outstanding payment will be added to the client’s account and is subject to interest.

Refund Policy

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(Rev. March 15, 2022, Alicia Johnson)