



## Frankie's E-Whiteboards Terms and Conditions

### **Payment process:**

Frankie's E-Whiteboard Customers are required to pay half of the cost upfront, and half upon the completion of the project. For example, customers who are interested in a standard E-Whiteboard will be required to pay \$900 at the start of the project, and \$900 upon completion.

Final drafts of the whiteboard will only be released upon CloudAdv's receipt of the second half of payment.

### **Costs for Additional Efforts:**

While the cost of a standard E-Whiteboard is \$1,800, supplemental costs for additional planning time and/or additional edits, special requests, or presentations longer than 4 minutes may apply. Additional changes will be assessed at a flat rate (\$125/hr for 2018).

Customers may choose to include free music or royalty free music from the public domain, or licensed music for their E-Whiteboards.

However, if a music license cost applies, customers are responsible for this additional cost. Music license costs may vary depending on the license requirements.

Are you in a hurry? Rush jobs are available! For an additional fee of \$500, standard E-Whiteboard videos can be expedited. Expedited completion is 4-7 days, normal completion estimate is 7-14 days. However, timeliness of customer input and availability is required.

### **Money-back guarantee?! You better believe it!**

We're very proud to offer a 100% money-back guarantee on Frankie's E-Whiteboards. We guarantee your satisfaction with your custom E-Whiteboard.

If you are not happy with it for any reason, we will refund your money directly back to you via credit card, money transfer, or bank check. Please keep in mind that the following exceptions apply:

- No refunds will be issued after reaching the second round of edits, or if the project stalls due to customer lack of availability/communication for 60 days or more.
- Please note: If a customer is unavailable, missing, or are not able to provide input for E-Whiteboard content within 2 business days of CloudAdv's requests, the completion of the E-Whiteboard projects may be delayed. CloudAdv will not "chase" customers for more than 3 days

sequentially to keep costs within the expected agreement. This also applies to customers who request a rush job.

Cloud Advantage may choose to refund a customer's down-payment if the expectation for the E-Whiteboard project is not within expected guidelines or an attainable scope.

**Please note:**

Customers who receive a refund are not entitled to draft releases or a final copy of their custom E-Whiteboard.

This includes incomplete versions, partial slides, partial whiteboards, and other related work efforts by Cloud Advantage.

*We appreciate your understanding.*

*-Cloud Adv Management*



<http://tinyurl.com/cloudadv>



[www.cloudadv.com/few](http://www.cloudadv.com/few)



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