

RETURNS, CONTRACTS & PAYMENT POLICIES

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Knowligation Returns, Contracts & Payment Policies

Ok, we know no one wants to really sift through the boring and legal payments policies as it can be lengthy with a bunch of legal terms, but we have to include it for obvious reasons. Good news is, we put the important stuff at the top in summary for what customers are probably most concerned about. So, you can read the first few paragraphs, then read the remainder when it's a bit more convenient for you. However, you will be held responsible for all of these terms so keep that in mind.

Acceptance of Terms

Welcome to Knowligation. This Agreement contains the complete terms and conditions that apply when you visit our site or use choose to browse the contents herein, or obtain services from Knowligation and or any of its subsidiaries. By using our websites, programs, and services, you agree to be bound by its terms of use and shall comply thereof. This Agreement describes and encompasses the entire agreement between us and you, and supersedes all prior or contemporaneous agreements, representations, warranties and understandings with respect to the Site and the content provided by or through the Site, and the subject matter of this Agreement.

Ethical Business and Professional Relationships

Knowligation is a Christian Business. Therefore, we operate under guidelines that are paralleled with our faith. KNOWLIGATION will not conduct business with any entity that engages in or promotes:

- Discrimination or hatred of any group (i.e., sexual orientation, religion, race, gender etc.)
- Pornography or child pornography
- Illegal business activity
- Use of illegal drugs
- Violence against others, animals or other businesses

KNOWLIGATION reserves the right to deny service to businesses or individuals that we feel are inappropriate or violate civil, state or federal law.

If your entity becomes involved in any of the above listed activities, or violates civil, state or federal law, KNOWLIGATION reserves the right to remove you from our client base and discontinue current business activities with you or your organization without refund.

We also graciously ask that all clients act in a professional manner when engaging with our associates by means of respectful language. KNOWLIGATION prides itself on not only being professional, but courteous, respectful and kind with those in which we interact. KNOWLIGATION will remove clients that are violent, disrespectful or harass our associates. It is against the law for any party, business or consumer, to harass, discriminate or mistreat someone.

Should you have any problem with an associate, please contact our office immediately. Should we encounter a concern with an associate or client, we will take all proper action to resolve the issue.

Remember, we're not lawyers!

We can't legally advise you of what to do because that is not our area of expertise. We can only provide you with our very best researched responses. We do our best every day to stay ahead of the game with information by focusing over half our time on research to advise you as our client. However, things change, and what's hot today, may not be so hot next week. We can't be responsible for all of our

information given out for accuracy, or how current it is. Where applicable, you should always consult and research a professional in that specific field. We have no control over the market and what changes are made outside of Knowligation or third party vendors. If you purchase a Facebook Fan Page, and Facebook randomly decides to close its doors next week, we can't go back and reverse our service or charges. However, unlike most companies, we do have a Business Restoration Program where we do offer you products and services at discounted rates in the event your purchase a service for an opportunity that falls through, closes, or is seized for some reason. You must review our Business Restoration Program Terms and Conditions to see if you are eligible and if your opportunity itself is eligible. The BRP is available at our company discretion and may not be available in your state or country.

Refunds, Returns and Exchanges

Knowligation will not offer a refund on our consulting services. Consultations are based on time invested, which spent one on one with a company cannot be returned. We do our very best to provide you with well researched, guided and consistent information, but due to the ever changing landscape of the business industry, we cannot make guarantees on our consulting services. The advice we give today may not be relevant in in six months (especially in the technology field) and we have to account for those changes.

Knowligation will gladly offer a refund or exchange for physical products that are damaged or did not arrive as described as long as the process is initiated within 30 days of purchase and completed according to the terms stated with the return.

If your products and services are initiated through a third party service, such as one of our print brokers, you must consult their refund/return policy in regards to your product.

Each product offered by Knowligation may have its own specific return or exchange policy. The return/exchange/refund policy will be made available to your before purchasing any services from Knowligation

In regards to our Design Services (custom websites, Facebook Fan Pages, Twitter setup, etc.) Knowligation will NOT refund any of our design services if you decide:

- You do not want or need to use the service or thirty days has passed
- You decide not to work the business in which you purchased services for
- Your tools are not as effective as you thought they would be
- Your products are purchased for use at third party sites (Facebook, LinkedIn, Twitter, etc.) and they alter their structure or products where you had intended to use them
- You pay for your project, we begin the project and you do not follow up on the project for 30 days

For many of our services, a deposit is required on behalf of the research and setup of your project. Deposits are NOT refundable if the services are rendered for the project in which the deposit was required. For example, you order a custom website, and you pay a \$100 deposit for the initial layout phase of the project. We build the initial phase of the website, and you later decide you don't want to move forward. Hours of work are still put into research and services, so unfortunately a refundable deposit is something we cannot offer.

Some of our cloud based services are proprietary. They cannot be transferred out to other providers or placed on other servers. Websites can be exported and delivered to you, but you must seek a website designer or programmer to transfer your site to a new host platform. Once your website leaves our host, we cannot import it back in or set it up on new hosting for you.

If you are truly unsatisfied with your product or service (and we do everything in our power to make sure you are not), you may submit a written claim to be reviewed by Knowligation in which we will decide if your claim substantiates a refund of any kind if any. Please note the claims review process may take up to 30 days before a decision is rendered and made available to you.

Please note, KNOWLIGATION may issue client's credit at its discretion, on a case by case basis, where appropriate an in line with our Terms of Service and Privacy Policy. By using our services, you are agreeing to our Terms of Service, Privacy Policy and eCommunications Disclosure.

Cancellations

If you cancel service with your contract, KNOWLIGATION will not issue you a full refund. If we commence a project, and you cancel part of the way through, you will be held liable for the full amount of the project, and or a cancellation fee depending on your contract. Depending on the scope of the project, KNOWLIGATION may also bill a percentage of the project based on completion, in addition to any administrative fees or vendor fees. Frequent changes or cancellations may garner a ban on certain services from KNOWLIGATION.

If your services require cancellation due to an entity going out of business, a death, act of God or other manner, KNOWLIGATION may waive cancellation fees.

Project Delays and Abandonment

Knowligration may at its discretion charge fees for project delays. Several project delays are crippling to an organization, which is why fees may be assessed. Project delays may be charged on a weekly or monthly basis, depending on the size of the project. Clients will be notified when they are delaying a project.

If your project contains several delays, at its discretion, KNOWLIGATION may cancel or not honor your contract without any issue of refund.

If you abandon your project, KNOWLIGATION may cancel or not honor your contract at its discretion without notice or refund. Examples of project abandonment include:

- (a) We are unable to reach you for 30 days
- (b) You do not turn in any materials that have been requested of you for 30 days or more
- (c) Your project makes no progress for more than 30 days despite certain efforts by both parties
- (d) You default on your payment contract
- (e) The project continues to change hands and slows the project down or to a halt
- (f) You're issued a new contract on an abandoned project and do not restart your project within 30 days

If at any time your contract is either delayed or abandoned, KNOWLIGATION may at its discretion, choose to not honor your contract, cancel your contract or issue you a new contract with new terms.

KNOWLIGATION may require a new contract if your project is delayed or abandoned after 30 days. New terms, conditions and agreements may be required upon new contracts/proposals and certain offers or specials, or pricing terms may not be available.

Payment

If you purchase any services that we offer for a fee, you agree to Knowligration storing your payment card information. You also acknowledge that the Services are subject to this Agreement and any additional terms related to the provision of the Agreement. You further agree to pay the applicable fees for the Premium Services (including, without limitation, periodic fees for premium accounts) as they become due plus all related taxes, and to reimburse us for all collection costs and interest for any overdue amounts. To see more on payment information and how we protect your confidential information, please refer to our Privacy Policy. **Payment is always due on receipt, unless otherwise noted.**

Administrator Access

Knowligration sets up many services for our clients where we are provided confidential account information. By allowing us to setup these services, you are granting us administrator access to your accounts, products and services. Should you abandon your account and or services, have your account closed, or default on any of your services provided by KNOWLIGATION or any additional third parties,

KNOWLIGATION reserves the right to cancel your services, move them to a different provider, update information or make adjustments needed in order to execute the terms of services of our company.

Clients may also grant administrator access to other authorized parties or companies to perform actions on their account. KNOWLIGATION is not responsible or liable for the actions of parties granted access.

If you do not wish for KNOWLIGATION to have administrator access you must submit this request in writing. Access cannot be removed over the phone or live chat.

Please note, removing administrator access may limit your support or service options.

*****Defaulted Accounts***** If your account is defaulted, abandoned or closed for any reason, all support will be ended. Any requests for data or information **must be submitted in writing**. KNOWLIGATION retains administrator access to your account until revoked in writing.

Taxes

The User takes full responsibility for all taxes and fees of any nature associated with Services used or products purchased. Knowligration shall not be liable for any taxes or other fees to be paid in accordance with or related to purchases made from or by the User or through the Services. Products and services are subject to California Sales Tax.

Comments and Feedback

You acknowledge and agree that any questions, comments, suggestions, ideas, feedback, or other information provided by you to us ("Comments") are not confidential and you hereby grant us a worldwide, perpetual, irrevocable, royalty-free license to reproduce, display, perform, distribute, publish, modify, edit or otherwise use such Comments as it deems appropriate, for any and all commercial or non-commercial purposes, in our sole discretion.

Product Pricing and Descriptions

The List Price displayed for products on our website represents the full retail price listed on the product itself. The List Price is a comparative price estimate and may or may not represent the prevailing price in every area on any particular day. For certain items that are offered as a set, the List Price may represent an "open-stock" price, which means the aggregate of the manufacturer's estimated or suggested retail price for each of the items included in the set. In cases of mispriced in our catalogs in which the item's correct price is higher than our stated price, we will, at our discretion, either contact you for instructions before shipping or cancel your order and notify you of such cancellation.

We do not warrant that product descriptions or other content of this site is accurate, complete, reliable, current, or error-free. If a product offered in our website is not as described, your sole remedy is to return it in unused condition.

Contact Us

Should you have any questions about this agreement you may contact us at any time via the information below:

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