

# MK Assist 4 U

## Policies & Procedures

### Web Development Service

MKAssist4u is an Independent Website Designer. You will be charged for our services separately from your website host's monthly charges.

We function from a template that includes training, motivation, graphics, company wide information and recognition using your Intouch reports. Website content is personalized for each Director. **"Basic"** Personalization includes Unit Name, Director Photo, Photos of the Reds and above, Unit and Seminar Goals. **"Enhanced"** personalization includes Custom graphics and requests for your home page, Unit Calendar dates, Unit Promotions and recognition, up to 20 photos per month, 3 additional training center topics, 2 additional Custom Menu pages. As a added value, we provide a Motivational Quotes each month at no additional charge. **"Premier"** personalization includes Weekly Updates, Custom graphics and requests for your home page, Interactive Unit Calendar dates, Unit Promotions, tracking and recognition, Unlimited photos upload, Unlimited training center topics, 4 additional Custom Menu pages.

MKAssist4u pulls the Special Recognition from your Mary Kay Intouch reports. These are for the previous month and will reflect month-end not day-to-day activity (except as outlined in weekly promotion updates). Names are listed as they appear on your Intouch reports. If Mary Elizabeth's name is listed as Mary and she prefers Beth, please call the automated name change hotline (1-800-418-8288) and have it changed to what she prefers. If the company deletes a portion of a name due to length, please let us know and we will fix it on revisions.

MKAssist4u cannot Update your Special Recognition Section until Mary Kay releases the month-end reports. This is usually between the 7th –10th of the following month. We then proceed according to your guaranteed update date. Please have your information (calendar dates, letter, etc...) by the 1st of the month so that we can update the site as soon as numbers are finalized. This will be completed on or before the date agreed upon.

MKAssist4u offers **you** full override on any content placed on your site. Initial layout and set up will include standard items. We have a large database of documents, pictures, challenges, promotions, etc... that may be added. If you wish to have something removed, simply email us.

MKAssist4u can design tracking for your Unit Level Contests and Promotions and will update them as outlined in the package you have chosen. We ask that you email us the updated contest information 36 hours prior to your update day (if you are updated on the 10th please email by the 7th). We will send ONE reminder if we have not received updated information by the scheduled day. Your update schedule will be designed upon confirmation of services.

**Payment** of service is due in advance of site design. Your credit/debit card will be processed on the 1st or 15th of the month. Due to non-payment from previous clients, your site will not be developed until payment is received. Declined charges will delay your update until our designers can work it back into the production schedule. All payments are processed electronically on Visa or MasterCard.

You will receive \$10 CREDIT on your monthly charges each time you refer another Mary Kay director who becomes a client. You both must retain services for 4 months. At the end of your 4th month the credit will be issued.

MKAssist4u requires no long term contract. Your month-to-month subscription will depend entirely on your satisfaction. Cancellation requests are required by the 10th of the month prior to activate cancellation. This will allow a Director on our waiting list to acquire services. You will receive a confirmation of cancellation via e-mail for your records. Upon cancellation ALL MKAssist4u copyrighted item and links to our parent library will be removed from your site. These items are reserved exclusively for clients who subscribe to the maintenance service.

**I have read the above and herby agree to adhere to said Policies and Procedures.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_