

LIFE IN ORDER INC
POLICIES & PROCEDURES

Effective 06/11/2022

Consultation calls:

- First consultation call is complimentary.
- In the event that the client needs to reschedule a call, you may do so at no extra cost within 48 hours.
- In the event that the client misses two consecutive calls, the consultation will require a booking cost of \$20 for the 3rd attempt at a call.

Proposals:

- Proposals are valid for 30 calendar days.
- In the event that the proposal has not been signed within the 30-day period, it will be considered expired, and a new consultation call will need to occur.
- The organizer will ONLY service what is written in the proposal. Any significant changes (i.e space change) will require a new proposal or a proposal amendment.

Deposits & Initial Walkthrough:

- The signed proposal and initial deposit will activate the project and the client will be able to schedule their initial walkthrough.

Session Cancellations:

- In the event that the client misses a scheduled session, they may reschedule with no penalty.
- Missing two consecutive sessions without notifying the organizer at least 12 hours in advance will result in a loss of 30 minutes from the packaged time.

COVID-19 and General illness Precaution:

- We ask that our clients reschedule their sessions if they are feeling under the weather and/or have any COVID-19 related symptoms. This policy ensures the safety of the organizing team and their loved ones.
- If you ask, we will mask: The client may request that the organizing team wear face masks while in the project space

Supplies and Reimbursement:

- In the event of a pause/cancellation of an active project (exceeding 30 calendar days) the client will need to reimburse the organizer for any supplies that are not refundable to the retailer it was purchased from.

- The client will be added to a document to be able to view supplies purchased for their project. Clients may choose to request a return of supplies before the completion of the project.
- Supply taxes may vary depending on retailer, and will be included with supply costs on the invoice (orlando approximately 6.5%)
- Once the client pays the final supply reimbursement invoice, they now own the supplies and the supplies may not be returned via the organizer.
- By paying the supply invoice, the client is agreeing that they have reviewed and agreed with their supply list. The client will receive a pdf copy of their final supply list **upon completion of each space within a project.**

Payments:

- Life In Order Inc accepts payments via credit/debit card and Zelle.
- We do not accept cash payment
- Zelle payments can be made at no extra cost
- Credit/Debit card payments via electronic invoicing can be made, and will include a discounted 2.8% processing cost.
- Invoices are due on the date posted on the Invoice. Late payments of 14 days or more will result in a \$50 late payment cost.
- Hours in an organizing package reflect labor hours, and may NOT be used towards the client's supply list
- Clients must confirm their sessions at least 48 hours in advance via calendar acceptance or written communication (email and/or text). If the organizer does not receive this confirmation, they will release the time slot on the calendar.

Project:

- In the event of a pause/cancellation of an active project (exceeding 30 calendar days), the organizer may terminate the proposal and end the project due to inactivity. The client will be reimbursed any pre-paid *refundable* (please note a portion of your initial deposit is *non-refundable*) amounts.
- Life In Order Inc. cannot guarantee final project dates; however, it is a goal of ours to complete the projects within the preferred time frame of the client.

Referrals & Reviews:

- Clients will receive their referral bonus once their referral completes 1 full paid session.
- Clients will receive their review bonus once they complete their video testimonial and/or written review.

Archives:

- Life In Order Inc. will archive your signed proposal for 1 calendar year

- Life In Order Inc. will not archive supply lists, please save the copy that is emailed to you once a space is completed.

Travel:

- Travel costs may vary depending on the project location

Consignment:

- There is \$100 listing minimum for consignment items

External Contractors

- If your project requires external contractors (i.e. handyman), they will only work on services relevant to the space written into your proposal. You will receive the contractor's info at the end of the project for future reference.