

Victorious Designs

Newsletter Policies and Procedures

Please review these important policies and procedures.

REPORTS AND RECOGNITION

Victorious Designs will download your recognition from your Mary Kay In Touch reports and Desktop Office Manager, which will reflect month-end not day-to-day activity. These reports will be downloaded when available from the Company. **No changes will be made to the names.** Weekly accomplishment sheet recognition is provided by you, the Director. Victorious Designs will accumulate Weekly Accomplishment sheet recognition for an additional price. Victorious Designs will choose the articles, news and company promos to promote in your newsletter.

SENDING MATERIAL

Please let us know by the 4th of each month, the material that you would like in your newsletter according to your newsletter type. This way, it will make it easier for us to create exactly what you want in your newsletter and it will make it easier for you in the sense that you will not have to pay for extra revisions.

Please review the below important items:

1. Newsletter material should be sent, in one complete and clear e-mail, by the 4th of every new month by 12PM. A reminder e-mail will be sent to you on the 1st of the month.
2. You have until the 7th to send late material to us (material sent late will not always guarantee that you receive a newsletter by the 16th)
3. If you send material after the 7th, your items are late and will not be included in your newsletter. Your newsletter will be created with month end recognition and our prepared material, newsletter may not be received by the 16th).
4. **You have 2 business days to send revisions, IF WE ARE PRINTING YOUR NEWSLETTER OR IF YOU REQUEST YOUR NEWSLETTER BY A SPECIFIC DATE.** If we are not printing your newsletter and you do not have a special request date, you can send revisions in up to 5 business days. if you do not send revisions, we will assume that your newsletter has been reviewed and is ready to publish to your website or print. We are not responsible for errors, especially when you do not review your newsletter.
5. Revisions are to be made only to the material that is currently included in your newsletter when you receive the proof copy via e-mail; this material is the material that you send by the 4th or late by the 7th of the month. During revision process, we will not add additions; we will only add new material that is to correct current material in the newsletter. The purpose of the revision process is for corrections only.
6. Finally, please notify us one month prior to the month of publish, if you do not want a newsletter created. We will work on your newsletter, bill your card on file accordingly, and set it up unless you contact us one month in advance to cancel.
7. Any misc. work to be completed on your newsletter not mentioned in our guidelines will be charged at our Virtual Assistant rate of \$20 per hour.

REVISIONS

You are allowed a minimum of revisions to your monthly newsletter. On the MID-CUSTOMIZED and BARE MIMIMUM newsletter, you are only allowed ONE set of revisions! On the HIGH-CUSTOMIZED newsletter, you are allotted two sets of revisions.

If your newsletter is to be revised after your allotted time, it will be an extra \$5 charge, per revision no matter of size. Allow up to 72 hours for newsletters and revisions on weekends. No newsletters will be sent out on federal and major holidays. On weekdays, we will send your newsletter to you as soon as we can.

No revisions will be made over the phone due to a possible miscommunication.
Revisions MUST BE MADE BY E-MAIL.

NEWSLETTER COMPLETION

We guarantee Newsletter completion by the 16th of the month (if items sent by the fourth). If for an unforeseen reason your newsletter is not completed by the 16th, we will contact you to let you know. Our goal is to complete newsletters in an efficient, prompt and timely manner. Rush delivery and major changes** will result in a fee. Payment of newsletter service is required immediately. Your credit card will be charged the month of newsletter completion. Invoice will be sent to you via e-mail. We do not accept checks.

** Major changes include, but are not limited to, redesign of template, complete redesign of page(s), complete rewording, complete redesign of recognition.

There are no exceptions to this policy; however, we will work with you to provide you the newsletter that you want in any way possible, in working with our guidelines and recommendations.

I have read the above and herby agree to adhere to said Policies and Procedures. I understand that if I do not apply to the above guidelines, my newsletter contract can be terminated.

Signature _____ Date _____