

Victorious Designs

Newsletter Policies and Procedures for Small Packages

To qualify for this newsletter, you must have and maintain a unit size of between 35-40. If you reach beyond 40 consultants, you will be charged at our normal newsletter rate with our normal newsletter guidelines. We will notify you once you are moving up a level. We will check your unit size on a monthly basis.

The following information provides you with a look into how we prepare and run our newsletter service.

CREATION: We will create a newsletter template for you from a template that we design ourselves. We will customize the template by adding in your director's photo, your name and your address. You will then have a final template that we will work with every month. This template, called your newsletter, will look the same every month. The template will consist of your unit recognition and our chosen articles. Over time, changes that need to be made to the "final template" will be an extra charge.

Unit Recognition to be displayed:

YTD Sales/Sharing (Top 10)

Monthly Queens (you may send 3 photos, one of your Queen of Retail Sales (and her name), Queen of Wholesale, and Queen of Sharing) – we will not calculate your Monthly Queen of Retail

New Consultants: past month

On Target Stars: \$400+

Stars listed quarterly

Birthdays/Anniversaries: upcoming month

Director and Team Info: Senior Consultants and up listed

REPORTS: 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.

IMPORTANT: Please let us know by the 4th of each month, the additions that you would like in your newsletter. Your additions must be sent in already formatted pages. These pages that you send us should look the way that you want it to look in your newsletter. Your pages should be in either WORD OR PDF. We will not insert items that are not sent as a page in either WORD OR PDF.

Material must be sent in ONE clear e-mail. 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.

PAYMENT/NOTIFICATION: Payment is due any month that we work on your newsletter via debit or credit card. We do not accept checks. You will be charged a monthly interest rate of 8% each month for missed payment for the amount of months where your payment is passed due, until you submit payment to us and your account is made up to date. You must notify us one month prior to your next newsletter, if you do not wish to have a newsletter for the upcoming month. If you do not contact us prior to one month, your newsletter will be completed as regularly scheduled and your card on file will be charged accordingly. **You must contact us one month in advance if you wish to make major changes to your newsletter.**

REVISIONS: You will receive **ONE proof**, via your primary e-mail in a pdf format. Go to www.adobe.com to download Adobe Acrobat reader if needed. **Please note that your Newsletter WILL NOT be sent to you in any other format.** Please review your newsletter and promptly e-mail back to us any corrections that need to be made. Corrections will be made and a FINAL copy will be e-mailed to you. You are allowed 1 set of revisions to your monthly newsletter. *Revisions are to be sent in ONE, clear e-mail.* It takes time for Victorious Designs to get your newsletter created the exact way that you would like it, so not a lot of time can be spent on revisions after the final product is created. If your newsletter is to be revised after 1 time, it will be an extra \$10 charge, per revision no matter of size. When you send us your revisions, we will work on your revisions and have your newsletter to you as soon as we can (Monday through Friday – daytime and early afternoon hours only). Allow up to 72 hours for newsletters and revisions on weekends, federal and major holidays. Newsletters are priced for the proof and 1 round of revisions. Revisions do not include major changes, resetup, reformat, or any other changes that are not deemed minor, simple revisions.

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

You will have 2 days to respond with your final proof. If no response, we will consider your newsletter final and it will be processed accordingly.

NEWSLETTER COMPLETION: We guarantee Newsletter completion by the 16th of the month. 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.

** 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.

Please type your name below to confirm your electronic signature

Name: