

# Terms, Agreements & Returns of Use

SocialAna: Precision Social Media Marketing Consultancy

By: Ana Lucia Novak

## TERMS OF AGREEMENT

Welcome to SocialAna: Precision Social Media Marketing Consultancy. By accessing or using our services-including but not limited to website copy, landing page content, social media copy, and blog posts-you agree to the following terms.

### COPYRIGHT

All written, visual, and strategic content created by SocialAna is original and protected under copyright law. Rights to content are transferred to the client only upon receipt of full payment. Until then, SocialAna retains all ownership.

### PAYMENT TERMS

- Payment is due as agreed prior to delivery of services.
- Late payments may be subject to a \$35 late fee.
- Returned checks are subject to a \$50 service fee.

### CANCELLATION & TERMINATION

- Projects canceled prior to completion are billed for time invested and work delivered up to the cancellation date.
- If you terminate a project after approval of the scope and initial draft, you remain responsible for full payment of contracted services.

### GUARANTEES

SocialAna guarantees delivery of services as outlined in the agreement. We cannot guarantee specific sales outcomes, SEO rankings, or engagement results, as these factors depend on many external variables.

## RETURNS, REFUNDS & USAGE

### REFUNDS

Due to the nature of custom creative work, all sales are final. Once a project begins and work has been initiated, no refunds will be issued.

## **USAGE RIGHTS**

Clients are granted unlimited usage rights for completed and fully paid-for deliverables. Work may not be altered or resold without prior written permission from SocialAna.

## **CONFIDENTIALITY**

All information shared with SocialAna will remain confidential. We will not disclose project details, proprietary information, or sensitive materials without prior written consent.

## **SERVICE FEES**

Services may include but are not limited to:

- Website copywriting
- Landing page development and content strategy
- Social media copywriting (organic + paid campaigns)
- Blog post creation and editorial support

Fees are billed according to scope of work. Any additional requests or edits outside the agreed scope will be billed at the current hourly rate or added as a separate project.

## **AGREEMENT OF USE**

By engaging SocialAna: Precision Social Media Marketing Consultancy, you agree to these terms. Any disputes will be governed by California law.

## **CONTACT INFORMATION**

Ana Lucia Novak

SocialAna: Precision Social Media Marketing Consultancy

Email: Ana@SocialAna.com

Phone: 805-767-6662