

60-DAY DISCONTINUATION OF SERVICES PROCEDURES



At DONE4YOU® Marketing, we strive to provide the best quality services to our clients. However, there may be circumstances where the client needs to discontinue services. To ensure that the process is smooth and hassle-free for both parties, we have established the following 60- day discontinuation of services policy:

Notice Period:

The client must provide a notice of discontinuation of services to their assigned Marketing Manager at least 60 days in advance of the effective date of discontinuation. A change of status form will be sent post notice and will serve as your formal discontinuation notice.

Outstanding Fees:

The client must settle all outstanding fees before the effective date of discontinuation. If any fees are outstanding, the client will continue to be charged the monthly service fee. DONE4YOU® Marketing may withhold any deliverables or services until all outstanding fees are paid.

Transfer of Work:

If the client has ongoing projects or work in progress, DONE4YOU® Marketing may assist with the transfer of work to another service provider, upon request. The client must provide a detailed list of ongoing projects or work in progress, and DONE4YOU® Marketing will provide a quote for the transfer of work. (Please See Creative Services Procedures > Artwork Release Fee for more information).

Account Release Policy:

DONE4YOU® Marketing will not release any Paid Ad Account access that was set up and is owned by our agency. This includes Google Ads and Meta Ads.

Refund Policy:

DONE4YOU® Marketing does not provide refunds for services that have already been provided, but not utilized by the client.