



# Client Welcome Pack



Your Logo

CLIENT PROPOSAL

By: [Name]

[Date]

# Client Proposal

## GOALS AND OBJECTIVES

To build a working relationship between \_\_\_\_\_ (the "Client") and \_\_\_\_\_ (the "Executive Consultant") *(insert your title)*.

Scope of work will include the following (but not limited to):  
*(insert your terms of service discussed)*

- Personal scheduling & meetings
- Home projects
- Company research
- Confidentially manage financial investments and payments
- Manage family scheduling and travel
- A wide range of tasks to help manage family operations and processes
- Work directly with Client and other family members and the household team (nanny, housekeeper, tutors, money managers, lawyers)
- Researching and hiring team members as needed

## PROJECT TIMELINE

This is projected to be an ongoing business relationship with no particular end date. Either party can terminate the relationship at any time. *(update as necessary)*

## COMMUNICATION

The Client and the Executive Consultant shall communicate mostly via email, with a standing check-in call (schedule to be determined) via Google Hangout. *(update as necessary)*

## FEE SUMMARY

The Client has estimated that a minimum of 10 hours a week may be needed *(update as necessary)*. The Executive Consultant's *(insert title)* current hourly rate is *(insert rate)*.

*(insert your fee description)*

Projected Monthly Usage	Effective Hourly Rate	Total Monthly Retainer
10 hours per week (40/month)		\$
15 hours per week (60/month)		\$
20 hours per week (80/month)		\$

*\*If you don't do retainers, just state your hourly rate. Delete table if not needed.*

## CONCLUSION

If the Client has a budget in mind, adjustments can be made to the estimated monthly hours needed. Any questions or further discussion regarding this proposal can be sent to the Executive Consultant (*title*) at [*email*].

Thank you!

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I look forward to working with you! It was a pleasure to discuss your needs, and whether or not we move forward with our business relationship, I wish you all the best in your search!

# Potential Client Questionnaire

1. How did you hear about me?

2. Have you ever worked with a VA before?

- *(if yes)* Can you tell me any good or bad experiences?
- *(if no)* What are you hoping to get out of a relationship with a VA?

3. Tell me about yourself and your business?

4. What are some things that you think you could delegate to a VA today?

5. What are some tasks that you do not enjoy doing?

6. How much time do you spend on the tasks that you could delegate?

7. How many weekly or monthly hours are you looking to utilize a VA?

8. Where are you located (or what time zone)?

9. What is your preferred method of communication?

10. Do you have any current team members that I would work closely with?

11. What is your monthly budget?

12. Do you prefer to work hourly or by retainer? *(if you do not offer one or the other, do not give the option)*

13. When are you looking to get started?

14. What are your business hours?

15. Do you like status updates along the way or just when the tasks are complete?

16. What questions can I answer for you?

# Packages + Price List

## BUSINESS SERVICES

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Services	Price
Social Media Marketing	\$
Small Business Support	\$
Administrative Services	\$
Organization & Planning	\$
Tech Support & Web Design	\$
Travel & Concierge Support	\$

## DESCRIPTION OF SERVICES

*Include a description of your services here. Include what you offer, and how you price your offers (by the hour or by retainer).*

*\*Examples of services you can offer (these can be grouped into a package like above, or billed separately if that is all your client needs):*

Facebook, Twitter, G+, Pinterest, etc. management, Social Media Giveaways, List & Page Setups, Email Newsletter creation and editing, Blog Post Editing and scheduling, Unlimited Email Support, Job Board Posting, Customer Service, Billing and Invoice, Management, Expense Reporting, Employee On-boarding, Calendar Management, Appointment Setting, Event Research, Travel Bookings, Appointments and Reservations, Internet Research

# Client Introduction Letter

Dear *[Client]*:

Thank you for choosing *[Name/or Company]* for your administrative needs. I'm confident you will be very satisfied with the services that I offer and I look forward to supporting your business.

The information enclosed will help you make the most of my services. If you have questions, please contact me. I can be reached at *[phone number]* during my business hours of *[Days/and Hours]*.

As your needs change, I will be happy to help you re-evaluate those needs and offer you the services that will help you achieve your new goals. Again, thank you for choosing *[Name/or Company]*!

Sincerely,

*[Company (or personal) Name]*

*Title (if company name is used above)*

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CLIENT CONTRACT

# SERVICE AGREEMENT CONTRACT

**THIS AGREEMENT** is made on

**[Month, day, year]**

## **BETWEEN**

1. **[the Client]** of (the "Client"); and
2. **[Name]** of **[Company Name]** (the "Service Provider"), collectively referred to as the "Parties".

## **RECITALS**

The Client wishes to be provided with the Services (defined below) by the Service Provider and the Service Provider agrees to provide the Services to the Client on the terms and conditions of this Agreement.

### 1. **Key Terms**

#### 1.1 **Services**

The Service Provider shall provide the following services ("Services") to the Client in accordance with the terms and conditions of this Agreement:

*[Insert a description of the Services here]*

#### 1.2 **Delivery of the Services**

- a. **Start date:** The Service Provider shall commence the provision of the Services on *[insert date here]*.
- b. **Completion date:** The Service Provider shall complete/cease to provide *(delete as appropriate)* the Services by/on *(delete as appropriate)* *[insert date here]* ("Completion Date"). OR This will be an ongoing relationship until terminated at will and with notice by either party.

#### 1.3 **Site**

The Service Provider shall provide the Services via her remote office in **[Location]**. The service provider will travel on occasion and will thus continue to perform the contracted work in other locations.

#### 1.4 **Price**

- d. As consideration for the provision of the Services by the Service Provider, the price for the provision of the Services is *[insert price here]* ("Price").
- e. The Client shall not pay for the Service Provider's out-of-pocket expenses [i.e. comprising of office supplies, business expenses, travel, etc.).

## 1.5 Payment

- f. The Client agrees to pay the Price to the Service Provider on the following dates *[every 30 days from contract start or agreed upon time frame]*:  
The price will be paid in one payment every 30 days from the start of the contract.
- g. The Service Provider shall invoice the Client through FreshBooks *(update with applicable)* for the Services that are provided to the Client monthly.
- h. The Client shall pay such invoices **within 7 days** of receipt from the Service Provider.
- i. The method of payment of the Price by the Client to the Service Provider shall be by:
  - i. check sent to the following address: *[Company Address]*
  - ii. bank transfer: Account numbers given upon request
  - iii. credit card payment through PayPal or Stripe payment gateways *(update with applicable)*
- j. Any charges payable under this Agreement are exclusive of any applicable taxes, tariff surcharges or other like amounts assessed by any governmental entity arising as a result of the provision of the Services by the Service Provider to the Client under this Agreement and such shall be payable by the Client to the Service Provider in addition to all other charges payable hereunder.

## 2. General terms

### 2.1 Intellectual Property Rights

The Service Provider agrees to grant to the Client a non-exclusive, irrevocable, royalty free license to use, copy and modify any elements of the Material not specifically created for the Client as part of the Services. In respect of the Material specifically created for the Client as part of the Services, the Service Provider assigns the full title guarantee to the Client and any all of the copyright, other intellectual property rights and any other data or material used or subsisting in the Material whether finished or unfinished. If any third party intellectual property rights are used in the Material the Service Provider shall ensure that it has secured all necessary consents and approvals to use such third party intellectual property rights for the Service Provider and the Client. For the purposes of this Clause 2.1, "Material" shall mean the materials, in whatever form, used by the Service Provider to provide the Services and the products, systems, programs or processes, in whatever form, produced by the Service Provider pursuant to this Agreement.

### 2.2 Warranty

- a. The Service Provider represents and warrants that:

- i. she will perform the Services with reasonable care and skill; and
- ii. the Services and the Materials provided by the Service Provider to the Client under this Agreement will not infringe or violate any intellectual property rights or other right of any third party.

### 2.3 Limitation of liability

- b. Subject to the Client's obligation to pay the Price to the Service Provider, either party's liability in contract, tort or otherwise (including negligence) arising directly out of or in connection with this Agreement or the performance or observance of its obligations under this Agreement and every applicable part of it shall be limited in aggregate to the Price.
- c. To the extent it is lawful to exclude the following heads of loss and subject to the Client's obligation to pay the Price, in no event shall either party be liable for any loss of profits, goodwill, loss of business, loss of data or any other indirect or consequential loss or damage whatsoever.
- d. Nothing in this Clause 2.3 will serve to limit or exclude either Party's liability for death or personal injury arising from its own negligence.

### 2.4 Term and Termination

- e. This Agreement shall be effective on the date hereof and shall continue, unless terminated sooner in accordance with Clause 2.4(b), until the Completion Date.
- f. Either Party may terminate this Agreement upon notice in writing if:
  - i. the other is in breach of any material obligation contained in this Agreement, which is not remedied (if the same is capable of being remedied) within 30 days of written notice from the other Party so to do; or
  - ii. a voluntary arrangement is approved, a bankruptcy or an administration order is made or a receiver or administrative receiver is appointed over any of the other Party's assets or an undertaking or a resolution or petition to wind up the other Party is passed or presented (other than for the purposes of amalgamation or reconstruction) or any analogous procedure in the country of incorporation of either party or if any circumstances arise which entitle the Court or a creditor to appoint a receiver, administrative receiver or administrator or to present a winding-up petition or make a winding-up order in respect of the other Party.
- g. *(For European Clients and Service Providers only)* If the Client is a consumer and the Distance Selling Directive (97/7/EC) (the "Directive") applies to this Agreement, the Client may terminate this Agreement within the relevant timescales prescribed by the regulations or laws in the relevant Member

State which implement the requirements of the Directive in respect of a right for the Client to withdraw from a contract. In the event of termination in accordance with this Clause 2.4(c), the liability of the Client to the Service Provider shall be as prescribed in the Directive or in any regulations or laws implementing its requirements in the relevant Member States.

- h. Any monies paid to date of termination are non-refundable.
- i. Any termination of this Agreement (howsoever occasioned) shall not affect any accrued rights or liabilities of either Party nor shall it affect the coming into force or the continuance in force of any provision hereof which is expressly or by implication intended to come into or continue in force on or after such termination.

## 2.5 Relationship of the Parties

The Parties acknowledge and agree that the Services performed by the Service Provider, its employees, agents or sub-contractors shall be as an **Independent Contractor** and that nothing in this Agreement shall be deemed to constitute a partnership, joint venture, agency relationship or otherwise between the parties.

## 2.6 Confidentiality

Neither Party will use, copy, adapt, alter or part with possession of any information of the other which is disclosed or otherwise comes into its possession under or in relation to this Agreement and which is of a confidential nature. This obligation will not apply to information which the recipient can prove was in its possession at the date it was received or obtained or which the recipient obtains from some other person with good legal title to it or which is in or comes into the public domain otherwise than through the default or negligence of the recipient or which is independently developed by or for the recipient.

## 2.7 Notices

Any notice which may be given by a Party under this Agreement shall be deemed to have been duly delivered if delivered by hand, first class post, facsimile transmission or electronic mail to the address of the other Party as specified in this Agreement or any other address notified in writing to the other Party. Subject to any applicable local law provisions to the contrary, any such communication shall be deemed to have been made to the other Party, if delivered by:

- ix. first class post, 2 days from the date of posting;
- x. hand or by facsimile transmission, on the date of such delivery or transmission; and
- xi. electronic mail (email), when the Party sending such communication receives confirmation of such delivery by electronic mail.

## 2.8 Miscellaneous

- l. The failure of either party to enforce its rights under this Agreement at any time for any period shall not be construed as a waiver of such rights.
- m. If any part, term or provision of this Agreement is held to be illegal or unenforceable neither the validity or enforceability of the remainder of this Agreement shall be affected.
- n. Neither Party shall assign or transfer all or any part of its rights under this Agreement without the consent of the other Party.
- o. This Agreement may not be amended for any other reason without the prior written agreement of both Parties.
- p. This Agreement constitutes the entire understanding between the Parties relating to the subject matter hereof unless any representation or warranty made about this Agreement was made fraudulently and, save as may be expressly referred to or referenced herein, supersedes all prior representations, writings, negotiations or understandings with respect hereto.
- q. Neither Party shall be liable for failure to perform or delay in performing any obligation under this Agreement if the failure or delay is caused by any circumstances beyond its reasonable control, including but not limited to acts of god, war, civil commotion or industrial dispute. If such delay or failure continues for at least 7 days, the Party not affected by such delay or failure shall be entitled to terminate this Agreement by notice in writing to the other.
- r. This Clause 2.8(g) and Clauses 2.3, 2.5, 2.6, 2.7 and 2.8 of this Agreement shall survive any termination or expiration.
- s. This Agreement shall be governed by the laws of the jurisdiction in which the Client is located (or if the Client is based in more than one country, the country in which its headquarters are located) (the "Territory") and the parties agree to submit disputes arising out of or in connection with this Agreement to the non-exclusive of the courts in the Territory.

AS WITNESS the hands of the Parties hereto or their duly authorized representatives the day and year first above written.

SIGNED by \_\_\_\_\_  
Company \_\_\_\_\_  
Title \_\_\_\_\_  
Date \_\_\_\_\_

SIGNED by \_\_\_\_\_  
Company \_\_\_\_\_  
Title \_\_\_\_\_  
Date \_\_\_\_\_

Your Logo

CLIENT GUIDE

## Introduction

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Welcome and thank you for becoming a client! I very much look forward to working with you and helping you get more focused and productive or just getting some of your tasks off your plate. I have put together this guide as a quick reference guide for our working relationship. If you have any questions or concern, please contact me at [\[Company Email\]](#).

## Office Days and Hours

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My office is based in [\[Location\]](#) and business hours are [M - F, 9 AM - 5 PM PST] (*adjust where applicable*). If you need to contact me, feel free to email me at your convenience and I will respond during regular business hours. If you need to speak via phone, please schedule during my office hours (below).

Small tasks are usually turned around the same day if submitted before 3:00 PM PST (*adjust where applicable*). Otherwise, expect them the next business day. Please note that I have multiple clients and there may be larger or more urgent tasks ahead of yours. If something is urgent, please note that when you submit the task so that I may prioritize. If you submit a larger task that is not urgent (but could take a few days), please indicate a proposed deadline.

You will be notified via email when I will be out of the office for sick days and shorter office days. I will try to give as much notice as possible. My office is closed on weekends and Federal holidays. Extended vacations will be noted via email and website announcements. The observed Federal holidays are as follows:

New Year's Day

Martin Luther King, Jr. Day

President's Day  
Memorial Day  
Independence Day (4th of July)  
Labor Day  
Columbus Day  
Veterans Day  
Thanksgiving Day  
Christmas Day

## Communication Policies

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Due to the nature of my work, I only take phone calls during office hours, on certain days of the week and certain times. Phone calls can be distracting and take away from the task at hand. These are my office hours and I have created them based on slower times during the week and they range throughout the day so that there should be a time available for everyone. If we have pre-arranged a regular client phone call, those will be honored. If you'd like to schedule an appointment during office hours, please contact me via [\[Company Email\]](#). Office Hours: *(adjust where applicable)*

Tuesday 11:00 AM - 2:00 PM PST

Wednesday 2:00 PM - 5:00 PM PST

Thursday 9:00 AM - 12:00 PM PST

## Work Request Instructions

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Please submit work requests via [\[Company Email\]](#). As stated previously, requests are checked frequently throughout the day. For more details on request turnaround time, please re-visit the Office Days and Hours section above.

## Handling Complaints and Conflicts

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I cannot work with a client that is not an equally participating partner. If there ever is a problem, please don't hesitate to communicate that with me. Conflict and misunderstandings are resolved when both parties are responsive and have excellent communication. Your input and feedback is always welcome and I will survey you about your work and service periodically.

## Frequently Asked Questions

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### **What is a Virtual Administrative Consultant and why should I work with you?**

Let me begin by saying what Virtual Administrative Consultants are not, we are not cheap labor assistants. An Administrative Consultant works with clients on an ongoing, one-on-one basis to administratively support the client or their business. The relationship is of a collaborative nature and we work with business owners to secure a plan of success. *(adjust where applicable)*

## **What are your rates? Do you charge by the hour?**

My rates are determined on a per-project rate or a monthly retainer package that is agreed upon at the start of our business relationship. An initial consultation with the potential client will be done after which I will provide a Service Support Plan recommendation and this will include the price of suggested services. Packages can be adjusted up or down depending on the clients needs and we will do periodic evaluations of services rendered. I do not charge by the hour for a few reasons. It is less stressful to everyone involved because not only do the clients not worry about how many hours they've used during the month and if there is time for another project, but I don't have to rush through my work to make sure I am staying within my hourly budget. With this value-based pricing, I can focus on my clients' specific needs and not try to fit every type of task possible into a plan. Work is more tailored, focus and complete. *(adjust where applicable)*

## **What kind of people and companies make up your clientele?**

I work mainly with start-up companies, small business owners and individuals in need of business or personal support. Please keep in mind if you need personal support, this separate from business support and clients must contract for one or the other. I don't mix business with pleasure! Most of my clients are on the west coast. *(adjust where applicable)*

## **What kind of services do you provide?**

I provide two different service packages. Project based and administrative support. A project is an individual, one-time task with a specific end date. An example of a project would be creating a newsletter campaign. Administrative support is a package of ongoing tasks and functions that make up a continuous

relationship of support. You can view my services on the [\[insert website page\]](#) (*adjust where applicable*).

### **What kind of services do you not provide?**

I specialize in administrative support for you and your small business. If you require more specific, projects, like web design, graphic design, and detailed bookkeeping, services like those require specific expertise – I recommend finding a professional specific to those industries. I have an extensive network of Administrative professionals and may be able to recommend someone. During our consultation, we will discuss your needs and the scope of my work.

### **Where do you work and when can I contact you?**

I work from my home office in [\[Location\]](#), where you can reach me during normal business hours, Monday through Friday, 9am – 5pm PST (*adjust where applicable*). In order to keep my productivity maximized, I only accept phone calls during specific office hours, which can be reviewed in the 'Communication Policies' section above and will be discussed when you are ready to schedule a consultation.

### **If I hire you, does that make you my employee?**

I am not your employee. I am an independent professional who will partner with you to increase your business or personal productivity.

## Confidentiality Statement

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Please be assured that all client information is secure and confidential. I will protect your information and promise to never sell, rent or share your information with anyone, ever.

The term "Confidential Information" includes all material, non-public, business-related information, written or oral, disclosed or made available to the Contractor, (directly or indirectly), through any means of communication or observation by the Client to the Contractor. All information exchanged between the parties shall be deemed to be 'confidential'.

**Confidentiality Obligations.** I shall hold all Confidential Information in confidence in accordance with the terms of this agreement.

**Use only for the Purpose.** I shall use Confidential Information solely for the purpose of providing the Services.

Your Logo

REFUND POLICY

## Refunds *(when applicable)*

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You may request a refund up to 5 business days into the start of our client relationship. This can be considered a trial for services. Once 5 business days have elapsed since your payment, unfortunately I can't offer you a refund for services. Your refund will be less the days you have already used (calculated by dividing the retainer by business days).

Beyond the initial start of service, refunds will not be granted upon termination. If you would like to terminate your service contract, it is your responsibility to do so before your next billing cycle.

When requesting a refund or canceling your client agreement, please contact me via [\[Company Email\]](#) stating the reason you are unhappy with your service and the effective date. You will be canceled or refunded per the date of your request.

**Downloaded items** are exempt from refunds.

Once your refund/cancelation is submitted, I will send you an email to notify you that I have received your request. I will also notify you of the approval of your refund/cancelation. A credit will automatically be applied to your credit card or original method of payment, within a certain amount of days (dependent on the bank policy).

## Late or Missing Refunds *(when applicable)*

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Please allow at least 7 days for a refund to credit to your initial form of payment. If you haven't received your refund in a timely manner, please contact your bank or credit card company, it may take some time before your refund is officially posted. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund, please contact me at [\[Company Email\]](#).

## Gift Purchases *(when applicable)*

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Gift purchases can not be refunded.

## Shipping

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My services are virtual or downloadable. Shipping returns do not apply.

Your Logo

PRIVACY POLICY

## Section 1 - What Do I Do With Your Information?

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When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

When you browse our store, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Email marketing: With your permission, we may send you emails about our store, new products and other updates.

## Section 2 - Consent

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How do you get my consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

How do you withdraw your consent?

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your

information, at anytime, by contacting us at [\[Company Email\]](#) or mailing us at: [\[Company Name\]](#), [\[Company Address\]](#).

## Section 3 - Disclosure

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We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

## Section 4 - Woo Commerce And Stripe *(when applicable)*

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Our store is hosted on Woo Commerce and powered by payments with Stripe. They provide us with the online e-commerce platform that allows us to sell our products and services to you.

Your data is stored through Stripe's data storage, databases and the general Shopify application. They store your data on a secure server behind a firewall.

### **Payment:**

If you choose a direct payment gateway to complete your purchase, then Stripe stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

For more insight, you may also want to read Stripe's Terms of Service and Privacy Statement [here](#).

## Section 5 - Third-Party Services

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In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

As an example, if you are located in Canada and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

## **Links**

When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

## **Section 6 - Security**

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To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

## Section 7 - Cookies *(when applicable)*

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Here is a list of cookies that we use. We've listed them here so you that you can choose if you want to opt-out of cookies or not. To keep track of cart data, WooCommerce makes use of 3 cookies:

woocommerce\_cart\_hash  
woocommerce\_items\_in\_cart  
wp\_woocommerce\_session\_

The first two cookies contain information about the cart as a whole and helps WooCommerce know when the cart data changes. The final cookie (wp\_woocommerce\_session\_) contains a unique code for each customer so that it knows where to find the cart data in the database for each customer. No personal information is stored within these cookies.

## Section 8 - Email

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Email messages may contain confidential or legally privileged information and are intended only for the use of the intended recipient(s). Any unauthorized disclosure, dissemination, distribution, copying or the taking of any action in reliance on the information therein is prohibited. E-mails are not secure and cannot be guaranteed to be error free as they can be intercepted, amended, or contain viruses. Anyone who communicates with me by e-mail is deemed to have accepted these risks. [Company] is not responsible for errors or omissions in the messages and denies any responsibility for any damage arising from the use of e-mail. Any opinion and other statement contained in the messages and any attachment are solely those of the author and do not necessarily represent those of the company.

## Section 9 - Age Of Consent

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By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

## Section 10 - Changes To This Privacy Policy

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We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

## Questions and Contact Information

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If you would like to: access, correct, amend or delete any personal information I have about you, register a complaint, or simply want more information, contact me at [\[Company Email\]](#) or by mail at [\[Company Name and Address\]](#).