

TURN AROUND TIMES

Turn Around Times for all STORYWORKS plans are as follows:

- **Emergency Fixes, which include any website issue that is hindering client from doing business (ex. site down, functionality not working, etc.), will be completed within 24 hours.**
- **Critical Revisions & Updates, which include any deadline driven general revisions, will be completed within 72 business hours.**
- **General Revisions, which include any other updates or revisions that aren't otherwise categorized, will be completed within 10 business days.**
- **“BASIC” Feature Additions, which include any feature as stated in the “BASIC” features list (available upon request), will be completed within 10 business days.**
- **“PRO” Feature Additions, which include any feature as stated in the “PRO” features list (available upon request), will be completed within 14 business days.**

PAYMENT, REFUNDS AND OWNERSHIP

- A valid credit or debit card is required to use the service.
- You will be billed monthly for the Service. The Service is a subscription.
- Refunds will be given during the first 30 days of the subscription plans unless you have chosen a service agreement to receive these services at discounted rates.
- If you have purchased a STORYWORKS plan with an 18 month service agreement, you will continue to be billed for the remainder of your agreement, regardless of whether or not you use the service or have requested a cancellation (this is to cover the cost of the initial design and development of your website).
- For any upgrade or downgrade in plan level, your credit card that you provided will automatically be charged the new rate on your next billing cycle.