



April 24, 2019

JL Marketing Firm Customer Service Policies and Procedures

Customer service contact info:

JL Marketing Customer Service department
23 Caleb St Portland ME 04102
TEL: 207 303-5951

JL Marketing return policy:

You may cancel ongoing services, retainer, hourly services or memberships at any times. You may request cancellation of physical good orders (such as print goods) and other select services such as advertisement placements, and we will determine if the order can be canceled or not. Typically, third-party vendors or suppliers are involved in the supply chain and they will have to make a determination on their part as well. If it is too late to stop production, a publication of your order, we will not be able to issue any refunds or credits. We may cancel or void payments before service has begun.

JLM pricing policy:

The amount you be charge will vary by the number of social media platforms (i.e. just Facebook and Instagram, or Facebook, Instagram, Twitter, and YouTube) we will be managing, the frequency or posting, and the level of customization desired. A good starting point for social media would be \$500 for 2 or 3 platforms posting a few posts a week, with the price increases along with the number of platforms and services performed on each platform, with the pricing increases to the \$1,000-\$1,500 range.

JLM privacy policy:

JL Marketing is committed to respecting your privacy and recognizes your need for appropriate protection and management of any personally identifiable information (“Personal Information”) you share with us. JL Marketing has established this Privacy Policy to let you know what information we may collect from you on the publicly available portion of jlmarketingfirm.com (the “Site”) and through various other interactions with you, and how we may use and share that information. Personal Information means any information that may be used to identify an individual, including, but not limited to, a first and last name, a home, business, or other physical address, a phone number, and an email address. We collect Personal Information from our Site users and customers only when such information is voluntarily provided to us, including, without limitation, in connection with inquiries about our services through the “Contact Us” page, as part of signing up for our email subscriptions, or in the process of your business transactions with us.

