



## **TERMS OF USE**

1. MapClimbers optimizes your business for front page placement on Google using Organic SEO, Local Maps SEO, as well as on page SEO coding, off page marketing, and traffic generation, depending on package selection.
2. If your business is not found on the front page of Google in your city within 60 days, per your request, MapClimbers agrees to work for free until your business does appear on the front page of Google in your city.
3. MapClimbers cannot guarantee #1 or letter 'A' position at all times due to specific and constant algorithm changes of Google and the major search engines but strives to maintain your business on the front page of the results for your required keywords.
4. MapClimbers does not offer refund for work initiated or performed.
5. Client authorizes MapClimbers to use any and all logos, brand names, keywords, and any content owned by Client for optimization purposes on the internet.
6. Google can take up to 2 weeks to implement changes requested by Client and could potentially remove Client's listing while the requested changes are made. MapClimbers does not assume responsibility for any loss of business or interruption for changes requested by Client.
7. MapClimbers is a third-party Marketing and Advertising Agency that works for the Client to achieve and maintain improved and prominent visibility online.
8. MapClimbers cannot guarantee return on investment (ROI) for any of its products.
9. By digitally initiating this contract you agree that you fully understand this contract, you are legally competent and authorized to enter into the contract and you sign this contract on your 'own free will' without any undue influence, misrepresentation of facts or by mistake.

## **REFUND POLICY**

Customers have agreed to the term of the agreement for the rate plan which they select, which may range up to a 12 month term, and possibly longer terms in the future. MapClimbers has a no refund policy, but certain exceptions may be made in extraordinary situations. In those cases, Customer must contact Customer Service and each case will be reviewed. Refunds are not guaranteed and if one is granted, it will only be granted on a prorated basis. Generally a customer may cancel their service with 30 days notice and avoid future charges, but are not entitled to a refund of previous payments. MapClimbers cannot and does not guarantee a return of investment (ROI).

## **CHARGES AND FEES**

Charges generally consist of an activation and setup fee and a recurring monthly charge. At sign up, generally the activation fee and first month charges are paid. However, some rate plans may allow paying multiple months of service in advance. Recurring amounts are billed monthly or at greater time increments depending on rate plan. Unless the billing date falls on a day banks are closed, the customer is generally billed on the same day of the month as the original sign up for each subsequent billing interval.

## **CANCELLATION POLICY**

If customer wishes to cancel their service, they must start by completing a cancellation ticket, call in and request to cancel service, or send an email to [support@mapclimbers.com](mailto:support@mapclimbers.com). However, to finalize the cancellation process, customer must speak with Customer Service and receive a cancellation email sent to customer's business email address.

## **CHARGE REVERSAL**

Additionally, should Customer file for or attempt to Charge Back services rendered, and said Charge Back is won by company, MapClimbers will automatically charge a 25% Re-Activation Fee. If said Charge Back is over nine hundred dollars (\$900), legal charges will be filled with Customer's state and local authorities as a Class D Felony for Theft of Services.