Project Setup Policies

It is Momentum's goal to provide the best experience and to deliver on time and within budget. These policies have been set up to ensure that all parties are aware of situations that can occur which may delay the completion of the project, the start of a campaign, or cause other unintended consequences.

Red Flag Policy

The following situations are some examples of situations that are considered red flags during a project setup or ongoing campaign:

1. Difficulties in communication, receiving content or information, or obtaining approvals which result in shifts to the project or campaign timeline.
2. The point of contact changes while the project or campaign is underway.
3. Client cancels/reschedules a meeting/conference call more than one time.
4. Substantial revisions/modifications needed suggesting misaligned expectations between Momentum and the client.
5. Any unforeseen circumstances that could impact the timeline, expectations, or results of the project or campaign.

If at any point a red flag is experienced, your project manager or account manager will schedule a call to discuss the situation, establish goals and expectations, and determine action items or next steps to move forward. For example if the point of contact on a project changes, a call will be scheduled with the new point of contact to go over the project phases, procedures, current status of the project, and expectations.

Billing Policy

Payment terms are outlined in the project proposal. All payments must be received by the due dates outlined in the proposal in order to avoid delays. Failure to remit payment may result in a work stoppage on the project or campaign.

The setup fee balance must be paid in full **prior** to establishing a launch date for the website. Hosting and management fees will begin on the agreed upon launch date. Ad spend budgets will be paid directly to the advertising networks unless otherwise noted in the proposal.

A valid credit card is required for all hosting and management fees, unless otherwise noted in the proposal. Credit card number can be provided or updated any time at the following URL: seekmomentum.com/credit-card-authorization

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Stalled Project Policy

During the setup process of a campaign or website, if Momentum is unable to make progress on the project due to factors outside our control, then a discussion will be called per the red flag policy above.

If, after that discussion, we are still unable to make significant progress towards our milestones for a period of three weeks from the red flag discussion, after repeated attempts to resume from the Momentum team, then the client will have to select from one of two options. The client will either:

1. Choose to launch the website or campaign in its current state (after necessary quality assurance measures have been taken).
2. Choose to stall the project until they are able to dedicate time/resources to the project.

After a project has been stalled, the project will be moved to the back of our development queue, and no further work will be done on the project. It will be the responsibility of the Client to contact Momentum when they are ready to resume the project. A meeting will be scheduled within 2-4 weeks of contact to review project status and resume development. The exact timeline that development can resume will be based on our current workload, but will not exceed six (6) weeks. Projects that are stalled for more than 90 days may be subject to a reactivation fee of 10% of the total project setup cost.

All project payments are still due according to the payment schedule outlined in the proposal.