

RETURN AND REFUND POLICY

The goods Admin On The Go, Inc. or aka "AOTG" or "AOTG, Inc" or "Our Company" distributes to its customers are considered to be services but may sometimes carry products needed or physical items that may come with the services the customer has purchased. The products can be downloaded, emailed to a client in the form of digital products, items can be shipped to a customer through the USPS or other delivery services, or a customer can receive both services if that is in the service sold. Please see each service description on return policies

SERVICES

All or most of the services provided by AOTG are provided through time based resources. Therefore, many of our services will require a deposit due to the fact that once we get started on a project or sale, we cannot take back the time put forth to any services the customer may no longer want to receive. Those services are then charged to the deposit that the customer paid, and many times won't be refunded due to the time of cancellation, services already performed and/or time already put in for the services agreed upon.

AOTG reserves the right to keep any and all service deposits in which services had other outsource contracted services and those contractors required a pre-payment or required the time they put on a project be paid whether the project was finished or not.

AOTG requires a processing fee for all returned checks or purchases made for services where customers are requesting a refund.

For all sales under \$300, customers will be charged a \$50 processing fee and refunds must be requested within five (5) calendar days after receiving a service. If customer request a refund after five (5) calendar days, they are still allowed to receive a refund however the refund will be available at fifty percent (50%) of what they paid and minus the \$50 processing fee.

For all sales over \$300, customers will be charged a \$150 processing fee and refunds must be requested within five (5) calendar days after receiving a service. If customer requests a refund after five (5) calendar days, they are still allowed to receive a refund, however the refund will be available at fifty percent (50%) of what they paid and minus the \$150 processing fee.

For items that are on sale, all sales are final and there are no refunds for sale items \$150 or less. For items over \$150 that are on sale, the same rules and refund policy applies as indicated in the paragraph above.

DIGITAL PRODUCTS

Thank you for purchasing from AOTG's website at: www.myadminonthego.com

We do not offer a full refund, most of our refunds are subject to a processing fee and depending on the request for your refund, you may only be subject to receive fifty percent (50%) of your refund for services. AOTG, Inc is a services business and use a lot of time in our processes from the moment you buy services from our website. Depending on the services performed, time of request of refund and services outsourced, you may only qualify for a partial refund of any deposited amounts or amounts paid in full through the website. In some cases, deposits are not refundable. Digital products we supply cannot be returned due to the customizing of the products to the consumers need. If we supplied you a service and you are not satisfied, our VBA assigned to your will work with you to get your order correct to your satisfaction. If the mistake is the fault of you, the customer, you are responsible for the payment of fixing the issue. If the issues are our responsibility, AOTG will fix the issue with no additional costs to you.

Once you buy a service or digital product it belongs to you, the customer. If you, the customer, at any time cancels your payment after you have received the service you paid for and the service cannot be returned, such as a business registration, grant application submission, business plan, logo, etc., you will be subject to a lien on your personal property, business or may be subject to lawsuit and attorney's fees, if found you have performed the cancellation fraudulently after receiving services. Checking the box on the paperwork provided to you, acknowledges that you understand our Policies and Terms and Conditions and that you have read and identified yourself with our Policies and Terms and Conditions. If AOTG decides to refund service products that is useable by the customer (business plans, strategic plans, logos, templates of any kind, reports, presentations documents, etc.), then none of the service products produced will belong to the customer and AOTG will still have ownership over any and all service products.

PHYSICAL PRODUCTS

Thank you for purchasing from AOTG's website at: www.myadminonthego.com

AOTG defines Physical Products as products that can be delivered in a hard copy form or form that is other than a digital transfer over web or internet connected sources. We do not offer refunds for physical products. Once a physical product has been produced for your company, AOTG cannot take it back. Services identified as service products that can also come in a physical product form are physical products. Physical products involve services of a creative or artistic nature and is a service that can produce physical products. Examples of those products are a paper copy of a business registration package, business cards, a report, a presentation, document, manuals, handbooks, brochures, or any item similar that has been

personalized to a person, persons, or the business with which they are affiliated, and the customer can touch.

Products we supply cannot be returned due to the customizing of the products to the customer's need. If we supplied you a service and you are not satisfied, our VBA assigned to your will work with you to get your order where you need it to me. If the mistake is the fault of you, the customer, you are responsible for the payment of fixing the issue. If the issues are our responsibility, AOTG will fix the issue with no additional costs to you.

Once you buy a service or digital product it belongs to you, the customer. If you, the customer, at any time cancel your payment after you have received the service you paid for, and the service cannot be returned you will be held responsible for those charges.

Fraudulent cancellations will be subject to a lien on your personal property, business or may be subject to lawsuit and attorney's fees, if found you have performed the cancellation fraudulently after receiving services. Checking the box on the paperwork provided to you, acknowledges that you understand our Policies and Terms and Conditions and that you have read and identified yourself with our Policies and Terms and Conditions.

Although we can supply our customers with a refund on some things, many of the services below cannot receive a refund at all due to the nature of work that has been done:

- ✓ A Business Registration filed
- ✓ LOGOs
- ✓ Business Plan (The price paid on the website is a deposited amount, please see services section)
- ✓ Grants Submitted – Where grant services were already paid in full
- ✓ Grant Deposits paid
- ✓ Systems Development Service deposits paid
- ✓ Flyers already emailed to customer (approved or not)
- ✓ Forms digitized and emailed to customer (approved or not)
- ✓ Any formulas, budgets or forms calculated (approved or not)
- ✓ Any other services that have been customized to the customers needs, branding or business.

Admin On The Go, Inc., Reserves the right to issue and decline refunds at the discretion of the decision of the authorized personnel of the company. AOTG, Inc. intends to give refunds whenever possible, honest, forthright, and feasible.