

SHIPPING POLICIES

OVERVIEW

This document sets out the shipping policy that applies to customers who make purchases on the www.myadminonthego.com or Admin On The Go, Inc or AOTG website, in person or at events. If you have any questions, please contact our customer service team by calling or texting (612) 695-4904, Monday – Friday from 9:30 am to 6:00 pm CST, or anytime online at contactaotginc@gmail.com. Please allow (24) twenty-four hours for a reply to all customer concerns, questions, or inquiries by email. When speaking to the customer service team by phone, text, or email, please remember to have the item/sku number of the service you purchased on hand.

SHIPPING AND DELIVERY COSTS

AOTG offers all services in a digital manner, saving you any shipping and delivery costs, unless document or services become product-base, which are non-digital products (a hard copy of documents, business cards, advertising information, etc.). However, AOTG can offer shipping through various shipping and delivery services if you are receiving a service where nondigital products are produced from the services you purchased.

Digital Delivery

Our digital services are free and of no cost to you. Our files, forms, plans and other services are easily transferable from computer system to system, using compatible storage software or through online downloads and emails. When your digital services are purchased, you will receive receipt of services. If your payment is a deposit your items will be delivered once the final payment is finished before the final draft is finished and changes are made.

Mailing Service Delivery

If you opt in for your products to also be received via hard copy, you will receive an email or notification of the estimated time you will receive your order. However, some items will have to be delivered, this can be but not be limited to; business cards, flyers, business plans, presentations, reports, curriculums, documents/forms, letters, registration information, etc. If you do decide to receive any of these services or opt in to have your services also received by hard copy, you may be subject to delivery costs, (exclusions are Business Registrations, a hard copy is included in the pricing) for receiving your digital forms in the mail when its unnecessary for a service purchased.

Our shipping times for the services you receive is based on the service you purchased. Services generally have the same shipping and delivery times, depending on the delivery service you choose. If you choose to opt in with regular delivery it will be 2 -3 days. When we get your information to will also be determined on the service you purchased. To see your service's processing time, please find the service in our Order Processing Time section for your service.

DELIVERY ADDRESS & P.O. BOXES

Please note Admin On The Go, Inc is unable to modify the delivery address once your order has been purchased and any forms completed, Our company only ships to P.O. Boxes at the request of the client. Due to the Nature of the business and businesses sometimes own P.O. Boxes, Admin On The Go, Inc will deliver to the P.O. Box at the company's discretion. Although, PO Boxes is optional-per business, however, AOTG does not recommend P.O. Box Delivery services, AOTG has no responsibility on items not received by any customer delivered to a P.O. Box.

ORDER PROCESSING TIME

Any service you purchase with our company will have a form to complete. Once we receive your form for services, we begin to get started right way. If we have questions, we will call or contact you on the information provided. You will need to be available for any questions in order for your documents to be completed properly. If additional information is needed. Since AOTG performs many different types of services, the order processing times will differ depending on the service.

Registration Services

Business Filings: Most of our business registration services are processed in 24 – 48 hours, depending on the State. AOTG has paid all the fee necessary for filing your documents however, we are not responsible for expedition fees to speed up the registration process in some states, where the wait time for Secretary of State filing is longer then 48 hours. In the case where the filing process time for the state is longer than 48 hours, the rest of the business registration, e.g., the EIN (Employer Identification Number), State Licensing/Permits and Publications needed will be finished once the registration has been approved or accepted with the Secretary of State. EIN can only be processed Monday through Friday, the IRS EIN (Employer Identification Number) app is not available Friday after 10 p.m. EST (Eastern Standard Time) and doesn't reopen until Monday at 7:00 a.m. EST (Eastern Standard Time). Therefore, AOTG does not process direct business registrations on the weekend.

However, a customer can receive a completed business registration that has already been purchased on a weekday (Monday thru Friday), during the weekend (Saturday or Sunday). Business Registrations purchased on a Friday after 6:00 p.m. CST (Central Standard Time) will be held, and processing will begin on Monday to ensure the business registration process is completed with the quickest turnaround for customers. It is the best interest of AOTG to get your business processed, registered, and filed in the quickest amount of time possible, with the best stress-free experience we can provide, for you.

We offer customer service for any questions you may have for potential purchases, and you can contact us by phone at: (612) 695-4904 or by email at: contactatogin@gmail.com.

Registration services for Government Contracts and Opportunities: Business registration services for government contracts at the federal, state, county and city level contracting and opportunities are usually finished within 72 hours, unless our VBA's (Virtual Business Assistant) is waiting on additional information from the customer. Although the information may have been entered within 72 hours processing times by the different entities will vary. State processing times will also vary according to the state you are applying for services in. In most cases, the ETA (Estimated Time Arrival) of completion can be from 10 – 14 days. For Government filing of SAM, it can sometimes be up to 30 days.

If you have more questions and want to inquire on how these services can work for you or if you fit the criteria for the opportunity, please call our customer service line at: (612) 695-4904 or email us at: contactaotginc@gmail.com.

Business Registrations Add on: These are services that a business may need but skipped at the time of opening a business. They can be business email, Google Business page, EIN, State Licensing/Permits, Publishing, Duns & Bradstreet, and Business Bank Accounts. In these cases when purchasing these services, the ETA is within 48 hours from the time of your purchase. Since these services can be done online, in most cases, AOTG expects an immediate turn around time but no longer then 48 hours.

If you have more questions and want to inquire on how these services can work for you or if you fit the criteria for the opportunity, please call our customer service line at: (612) 695-4904 or email us at: contactaotginc@gmail.com.

Business & Strategic Plans

Our processing time for most business plans are 14 days if we are not on backorder. It is the best interest for AOTG to get the information for our customers in the quickest time possible so your business can operate smoothly. For planning services, you will work closely with a VBA for the timeline of the process of creating your business plan.

If you have more questions and want to inquire on how these services can work for you or if you fit the criteria for the opportunity, please call our customer service line at: (612) 695-4904 or email us at: contactaotginc@gmail.com.

Budget, Accounting, and Inventory Templates

Our processing time for budget, accounting and inventory templates are done within 48 hours after services have been processed. Depending on the template, if you are receiving calculated templates with attached data bases your services may take up to 10 days before the services are final. If our VBA's have to wait on information from customers times may be delayed.

If you have more questions and want to inquire on how these services can work for you or if you fit the criteria for the opportunity, please call our customer service line at: (612) 695-4904 or email us at: contactaotginc@gmail.com.

Contract creation and Form Digitizing

Our processing time for contract creation varies on the contract need for contracts that are no longer than 5 pages will be 7 days. If the contracts require information and extend longer than 5 pages AOTG will require an ETA of 14 days.

Form digitizing processing times are no longer then 72 hours no matter how long the form is.

If our VBA's have to wait on information from customers times may be delayed.

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Grants and Contracts

Grants and contracts are based on deadlines that are generated through those grant, and contract guidelines and the processing times will be according to those services between the customer and AOTG.

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BACK UP ORDERS/SPECIAL ORDER

For orders on back up AOTG will notify the customer of when it is available again once in stock and orders are ready to be taken. Customers can still order products on backorder; however, they must be aware that the shipping time will double from the usual time in which when they would have received their item.

Please add 3 – 4 days on items that have been special ordered or need additional work that has been requested by the customer.

INTERNATIONAL ORDERS

Services with AOTG are digital whenever possible. If services are available to you in your area you will receive your services digitally. If you do need a hard copy of the work you are receiving, your package may be subject to import duties and taxes. You, as the customer, are responsible for paying those fees, unless agreed otherwise by customer and AOTG.

The fees for international orders will be subject to be higher than when shipping domestically in the United States. AOTG, Inc., recommends that you check with your local customs office before placing your order on our website as these fees can sometimes be significant and AOTG, inc. can sometimes calculate for you.

TRACKING YOUR ORDER

If you need services that require mail services, once your order has been processed and dispatched, AOTG will send you a confirmation email with tracking information. You will be able to track your package directly on delivery carrier's website.

RETURNS, REFUNDS, AND EXCHANGES

AOTG, Inc. wants you to be completely happy with your purchase, so please read our return & refund policy for detailed information about our processes.