



OUR MANAGEMENT POLICIES

- Monthly cycle invoices will be sent out via email 10 days prior to their due date. Your cycle will begin on the first date of us posting on your account. Any account services with invoices unpaid past their due date will be temporarily suspended until the payment has been received.
- Clients with Instagram plans suspended/on hold who choose to reactive their plan must allow Lauren Design Co. 24-48 hours prior to resuming services. All existing clients are allowed a 1-month hold period, their spot may then be forfeited to the next client on the waitlist.
- Any filler/content design requests will require at least 24 hours notice, Monday to Saturday. Last minute submissions may be requested, but will not be promised for same-day delivery.
- We are off on all major holidays including Labor Day, Thanksgiving Day (Canada), Christmas Eve, Christmas, New Years Eve & New Years Day.
- I also sometimes travel and take 1-2 mini vacations throughout the year. I will always communicate with clients in plenty of time before taking the days off, and ensure that you are set up for success while I am away. Invoices will be delayed for the allotted time that I am absent to ensure you receive a full term of your plan.





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- WhatsApp/iMessage support will be responded to within 24 hours max, Monday to Saturday.
- I ask that all details regarding any client projects/plans are done via email/text so that we have a trail of communication that we're both able to revert back to should there be any confusion in the future. You can also voice note me if you don't like to type!
- All services are non-refundable.
- Pricing is subject to change without notice. All active client subscriptions will be notified at least 1 month prior to any price changes for monthly plans.

