Growth Automation Service Agreement and Package Terms

This agreement explains what A.F.K. ONLINE LLC, doing business as Growth Automation ("Growth Automation"), provides under a signed proposal or order form. The selected package, custom scope, start date, and any third-party costs are confirmed in writing before paid work begins.

1 How an engagement starts

A client accepts a written proposal or order form that identifies the selected package and any custom work. That accepted document and these terms form the agreement. A website inquiry or free consultation alone does not create a paid engagement. If the proposal conflicts with a package summary below, the signed proposal controls that specific scope or price.

2 Published packages

Package	Price	Included baseline
Automation Launch	$299 one time	Website and lead-flow audit, lead-capture setup, basic follow-up automation, one consultation, and a launch review.
Growth Partner	$499 per month	Website updates and maintenance, local SEO monitoring, lead follow-up automation, review-request support, and a monthly report. The written plan sets support limits.
Founding Client Offer	$349 for month one; then $499 per month	Growth Partner scope, month to month. Limited to the first 10 approved clients.

Package descriptions are summaries. The signed proposal states deliverables, number of sites or locations, platforms, revision rounds, response times, monthly work limits, and any exclusions. New work or extra usage requires written approval before additional charges.

3 Payment and renewal

The Automation Launch fee is due as stated in the proposal. Monthly packages are billed in advance on the start date and renew on the same day each month unless cancelled before the next renewal. Applicable taxes and third-party subscriptions, messaging, hosting, ad spend, domain, and platform fees are separate only when identified and approved in writing. Growth Automation does not purchase paid third-party services for the client without approval.

4 Cancellation and refunds

A client may cancel a monthly package by emailing hello@afkrestaurantgrowth.com before the next renewal charge. Service continues through the current paid period; no later monthly fee is charged after timely cancellation. For Automation Launch cancelled after work begins, Growth Automation will provide a summary of work performed, retain the reasonable value of documented work already performed up to the $299 fee, and refund the unused balance. If no work has begun, the $299 fee is refunded. Any different arrangement must be written in the signed proposal.

5 Client responsibilities and approvals

The client provides timely access, accurate business information, content they have rights to use, and a decision maker for approvals. The client retains ownership of its accounts and customer contacts. Growth Automation works only in approved systems and will request approval before launching a new public campaign, paid charge, or customer-facing automation. Delays in access or approval may move the delivery schedule.

6 Websites, accounts, and work product

The client keeps ownership of its existing trademarks, content, domains, accounts, and customer data. After payment of the applicable fees, the client may use final client-specific deliverables prepared under the proposal. Growth Automation retains its pre-existing templates, methods, software, and general know-how; the client receives the right to use any such material incorporated into a paid deliverable for its business. Third-party tools and assets remain subject to their own licenses.

7 Automation, messaging, and privacy

The parties will agree on the data fields, recipients, and message templates before activating an automation. Growth Automation will not send marketing SMS merely because a visitor provided a phone number, and will use a separate, appropriate consent process before any marketing message. Marketing email preferences must be honored. The client is responsible for the accuracy of its customer lists and for approving its campaign content; Growth Automation will configure the agreed controls and document the handoff. The parties will agree on any additional data-processing terms needed for the actual systems used.

8 Results and third-party services

Search rankings, leads, sales, reviews, revenue, and platform uptime depend on factors outside Growth Automation’s control. No particular business result is promised. Growth Automation will perform the agreed work with reasonable care, report material issues it discovers, and use the correction process in the proposal for deliverables that do not match the agreed scope. Third-party services may change features, prices, or policies independently.

9 Changes and disputes

Changes to package scope, price, renewal terms, or deliverables must be approved in writing. The parties will first try to resolve a concern by contacting each other in writing and allowing a reasonable opportunity to correct a documented service issue. Virginia law governs this agreement, subject to any mandatory law that applies to the client. No clause limits rights that cannot lawfully be waived.

10 Contact

Questions, cancellation notices, and service notices: hello@afkrestaurantgrowth.com. The signed proposal should identify the client’s notice email and the effective date.

Package order form

Client legal name: _____ Client email: _____

Selected package: [ ] Automation Launch [ ] Growth Partner [ ] Founding Client Offer

Start date: _____ Approved third-party charges: _____

Custom scope, monthly limits, deliverables, and exclusions: _____

_____

Client signature: _____ Date: _____

Growth Automation signature: _____ Date: _____