

NorthKey Coordination & Co. Policies & Procedures

These Policies & Procedures outline the policies, procedures, and expectations applicable to services provided by NorthKey Coordination & Co., including administrative assistance, virtual assistance, transaction coordination, listing coordination, brand and web design, and related business support services.

Relationship of Parties

NorthKey Coordination & Co. provides design assistance, transaction coordination, listing coordination, brand and web design, and related business support services.

Services may be performed by NorthKey Coordination & Co. team members or other authorized individuals working with NorthKey Coordination & Co.

Payment Policy

Brand & Web Design

NorthKey Coordination & Co. will provide Brand & Web Design services for one web design and development project, which may include branding, basic SEO setup, one round of revisions, website training videos, social media integration, and existing CRM integration.

A fifty percent deposit is due at the beginning of the project, with the remaining balance due at the next milestone identified by NorthKey Coordination & Co.

If you would like the following services, NorthKey Coordination & Co. can complete them for an additional fee:

- Custom branding (logo, colors, fonts, stock photos)
- IDX integration
- Blog with template added to your website
- New CRM set up and integrated with your website

Additional services and project requirements will be communicated prior to beginning the applicable work.

Design Assistance

NorthKey Coordination & Co. provides Design Assistant Services based on the applicable working hours and services requested. Design Assistance services are billed weekly.

A valid credit card is required to be kept on file for automatic invoicing. If payment is declined, a new card must be provided, if necessary, and the invoice paid in full within 3 business days.

If payment is not made within 48 hours of the due date, work will cease until payment has been remediated.

Transaction Coordinating

NorthKey Coordination & Co. provides full-service transaction coordination services according to the agreed upon action plan.

Transaction Coordinating Services start from the time of the receipted contract. NorthKey Coordination & Co. will add the closing balance to the applicable CDA at closing when available. If NorthKey Coordination & Co. is unable to add the balance to the CDA, the balance will be charged to the credit card on file.

If payment is declined, a new card must be provided, if necessary, and the invoice paid in full within 2 business days.

If payment is not made within 36 hours of the due date, transaction coordinating will cease until payment has been remediated.

If you would like help with Offer Prep, NorthKey Coordination & Co. can complete that service for an additional fee.

Listing Coordinating

All Listing Coordinating packages are paid prior to beginning work on the listing. The applicable payment method on file will be charged. Payment must be made prior to any work beginning on the listing.

There is a one-time design fee for Listing Marketing Material including flyers, brochures, postcards, and social media graphics designed by our team.

We can use currently established marketing material or platforms at no charge when appropriate.

If you would like help with Listing Document Preparation, NorthKey Coordination & Co. can complete that service for an additional fee.

Late Fees

Payment is charged to the card on file and is due within 3 business days of the invoicing date for weekly (hourly) assistance, and within 2 business days of the invoicing date for Design, Listings, and Transactions.

If payment is not received within 10 days, the outstanding balance may be subject to a 10% late penalty. Additional late penalties of 10% of the outstanding balance may accrue per

month thereafter.

Accounts with outstanding balances may have services paused until the account is brought current.

Confidentiality

NorthKey Coordination & Co. recognizes that information shared in connection with services may include proprietary and confidential information, including:

- Products
- Prices
- Costs
- Future plans
- Client database
- Business affairs
- Personal information
- Other confidential or proprietary information

NorthKey Coordination & Co. will protect confidential information and treat it as strictly confidential. Confidential information will not knowingly be disclosed or communicated to an unauthorized third party except when necessary to provide requested services, comply with applicable law, or otherwise as permitted or required.

NorthKey Coordination & Co. takes reasonable measures to protect confidential and sensitive information received or accessed while providing services.

Confidentiality After Termination

The confidentiality provisions and NorthKey Coordination & Co.'s obligation to protect confidential information remain in effect after services have ended, subject to applicable law and legitimate business or legal requirements.

Source Files and Copyrights

Source files for projects completed by NorthKey Coordination & Co. will be handled according to the applicable project scope and arrangements.

Where applicable, the recipient of the completed project will retain the source files and applicable copyrights for materials specifically created for the project, excluding third-party materials, licensed content, stock photography, fonts, software, templates, plugins, or other materials subject to separate licensing terms.

Client Representations

Text, graphics, photographs, logos, documents, and other materials provided for a website, marketing project, listing, or other service should be owned or properly licensed by the party providing them and authorized for use in the manner requested.

The party providing materials is responsible for ensuring that they have the appropriate rights and permissions to use those materials.

NorthKey Coordination & Co. is not responsible for independently verifying the ownership, licensing, copyright, trademark, or other intellectual-property rights associated with materials provided for use.

NorthKey Coordination & Co. may request replacement materials or decline to use materials when there are concerns regarding ownership, licensing, legality, accuracy, or appropriate use.

Contractor Office Hours

NorthKey Coordination & Co. works many hours each day in order to make our deadlines, but the expectation of our response time and phone availability is Monday–Friday, 9:00 a.m.–5:00 p.m. EST, excluding national holidays.

NorthKey Coordination & Co. reserves the right to set its own close dates, as desired. Notification will be provided prior to any planned periods of closure via email whenever reasonably possible.

Our Virtual Assistants are NOT required to work after hours, weekends, or holidays. However, we do our best to make sure projects and tasks are covered and to make ourselves available for urgent matters.

You may email after hours, holidays, and weekends for urgent matters and you will receive a response in a timely fashion when possible. Please type URGENT in the subject field.

Term/Termination

Services may be discontinued or placed on hold when appropriate based on business needs, account status, inactivity, outstanding balances, or other applicable circumstances.

Requests to discontinue services may be submitted in writing, with email being appropriate.

Any outstanding hours or services completed prior to the end of services will be invoiced and are due according to the applicable billing terms.

If no projects have been submitted for a 90-day period, NorthKey Coordination & Co. reserves

the right to move the account into an Archived status.

Requested help on projects after an account has been archived will then be subject to the availability of team members.

Return of Records

NorthKey Coordination & Co. maintains reasonable procedures for the handling, storage, retention, and return of records and information.

Upon completion or discontinuation of services, applicable records, notes, data, memoranda, passwords, models, equipment, and other materials will be handled in accordance with applicable business procedures, privacy requirements, system capabilities, and legal or record-retention requirements.

Non-Solicitation

NorthKey Coordination & Co. values the professional relationships among its team members and service providers.

Information regarding NorthKey Coordination & Co. team members and service providers should not be used for unauthorized solicitation or recruitment.

Nothing in this section is intended to restrict lawful business activity or rights that cannot legally be restricted.

THE NORTHKEY REFERRAL PROGRAM

NorthKey Coordination & Co. offers a referral program that may allow eligible referrals to receive a credit or other applicable incentive.

For current referral program information and to refer an agent, please [complete the NorthKey Referral Program form](#).

NorthKey Coordination & Co. reserves the right to modify, update, or discontinue the referral program and its terms at any time.