



Terms of Service

Policies and Procedures

These policies and procedures apply to **FedTrax** services and products available through this website.

Hours of Operation

- **FedTrax** offices are open Monday – Friday 9a.m. – 5p.m. EST
- We close for all government observed holidays

Returns / Guarantee

Digital Products (any product delivered digitally, automatically upon order)

Due to ease of reproduction, Digital Products cannot be returned after processing. Refunds will be considered on a case-by-case basis if there were errors in the delivery and download of said products by contacting support@fedtrax.com.

Consulting Services & Products

- Tangible products such as videos and voiceovers have a no-hassle, THIRTY (30) DAY Satisfaction Guarantee. If you're not completely satisfied with the results of your experience within THIRTY (30) DAYS, we'll refund all payments made. Check the Guarantee Statement on the page of order for details.
- FedTrax consulting services are warranted with a MONEY BACK GUARANTEE for any unused services that have not been delivered upon cancellation of a project. This applies to deposits, retainers, and future payments as outlined in the initial scope of work. If a service has been delivered and is not to your satisfaction as a client, your written notification to FedTrax will initiate a remediation process until that service meets with your absolute delight.

Hard Products (books, audio discs, information)

- 100% money back guarantee covers price of product only. 100% money back guarantee does not cover shipping and handling fee due to the fact that the customer made the decision to try product, therefore the customer accepts to pay the fee to ship the product.
- Customers must contact our support department for a RMA (Return Authorization Number). This number must be displayed on the outside of all return packages. Returned packages without RMA numbers will not be accepted.

- Once a return is received or valid refund request submitted, the refund process will take no more than 30 days. All refunds will be either returned to the original credit card –OR– mailed in check form to the billing name and address. International orders that will be refunded back to the original credit card, and PayPal orders will be credited back to the PayPal account.
- You have SIXTY (60) Days from the date of the original purchase to return the product to receive your refund. Any return received after the SIXTY (60) DAY time limit will not be processed.
- Excessive returns will not be accepted. Refunds will not be given to any one customer for one specific product more than twice. There is an unlimited amount of orders that a customer can place for one specific product, but the money back guarantee is void after a customer has used it for one specific product more than twice.
- Shipping of the product from **FedTrax** to your door will not be refunded. Shipping of the product to **FedTrax** for a refund will not be compensated.
- To ensure that your product is not lost or damaged, we strongly recommend sending the product certified mail with a tracking number. If we do not receive the product back and the customer does not have proof that the product was returned we cannot issue a refund.
- Valid proof of returning a product includes: delivery confirmation or signature required via USPS. If the customer has delivery confirmation or signature required, then a full refund will be issued.
- Due to loss or missing or slow mail, we will honor any package that is postmarked for up to one year after the purchase of the product.

Brokered Services

On occasion **FedTrax** brokers the services of partners for the benefit of our customers. All warranty terms and conditions for brokered services are covered as a part of the agreements made between customers and partner services. **FedTrax** acts as an agent for said partners and is not a party to the agreements made, and is not responsible for any breach or service disputes that may arise.

Undeliverable Packages

- Packages that are returned to us as undeliverable are issued a full refund. We are unable to re-ship orders that are returned to us as undeliverable. If you would still like to purchase items that were undeliverable, you are welcome to place a new order on our Web site.
- We cannot ship to any PO Box address.

Cancellations

Digital Products (any product delivered digitally, automatically upon order)

Once an order is processed it is delivered and cannot be cancelled; a refund may be requested based upon the terms of Guarantee.

Consulting Services & Products

All consulting or active services are cancellable at any time provided 24 hours written email notice at bizdev@smartcompanygrowth.com. Refunds will be processed according to the terms of Guarantee.

Hard Products (books, audio discs, information)

- Cancellations must be made within 24 hours of placing the order or before the order ships.
- If a cancellation is placed within 24 hours and the order has not shipped, a refund will be issued by which method the order was originally charged.
- All refunds will be processed within 7 days.
- If a cancellation is placed after the order ships it is up to the customer to refuse the package. Once the refused package is received to the refund department a full refund will be processed (less shipping and handling) within 7 days of receipt of the refused package.
- **FedTrax** reserves the right to cancel any order at any time if company sees fit.

International Shipments

- Warranty issues and manufacturer restrictions prevent us from shipping certain products to all geographical locations.
- We cannot ship to APO/FPO addresses.
- International customers are responsible for all additional fees acquired through customs.
- There is a fee of \$27.00 USD for all international shipping.
- International orders cannot ship overnight.

Personal Checks

- All checks are held for 10 business days. Orders placed with a check will be held for 10 business days. Once 10 business days is complete, the order will be released and shipped.
- All returned checks will be charged a \$25 USD return check fee.
- Counter checks will not be accepted.
- Checks and money orders must be sent in US funds.

Content Policy

Copyright ©

- All content on the **FedTrax** website is the sole, copyrighted material of **FedTrax**, and may not be liberated or reproduced without attribution by any third party without the express written consent of **FedTrax**. Violations of this policy will be prosecuted to the full extent of the law.
- No content on the **FedTrax** website may be reproduced with the intent to sell without the express written consent of **FedTrax**. Violations of this policy will be prosecuted to the full extent of the law.

Licensing & Content Sharing

- **FedTrax** may enter into private label content sharing and licensing agreements with business partners at its discretion, with terms and conditions set forth at time of agreement.
- Informational content the **FedTrax** website is free to use and share subject to attribution as defined here. Information can be shared via RSS feed of the blog and share the articles via a host of different social media websites and email links. Simply follow rules of common etiquette and give appropriate credit with a *hyperlink back* to the source page and don't plagiarize.
- You may also syndicate this content on your site provided the following Author Bio is placed after the article with *hyperlinks* intact:

Karl Walinskas is the Founder and CEO of [FedTrax](#), a business development firm that helps innovative technology companies gain opportunity and traction in the Federal Government marketplace. FedTrax provides a variety of smart business development services including targeting strategy, thought leadership, Federal teaming, sales management, and complete outsourcing of the business development process.

Customer Service

If you have questions or comments regarding **FedTrax** or any of its products or services, please email us at support@fedtrax.com or call 410-914-7694.