



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 custom 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.

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@fedtrax.com. Refunds will be processed according to the terms of Guarantee.

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 Walinkas 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, capture activities, 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 410-914-7693.