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Revised 2/1/2023

Making Your Project a Priority

What to Expect When Working With an Agency

InSync Media is a done-for-you agency, not a done-with-you agency, but we still need your involvement! Please keep in mind that while we do ensure your project is a priority for us, we can't move forward if we can't get what we need from you. What does this mean?

- Getting approvals back to us within the timeframe provided.
- Attending scheduled meetings, or email ahead of time if a reschedule is needed.
- Being responsive to emails and phone calls.

Our Working Agreement

Your Responsibilities

- Respond within 2 business days to our emails
- Review content and designs and make edits or provide feedback within 5 business days
- Notify InSync Media promptly if there is a problem, question, or concern.

Our Responsibilities

- Respond within 2 business days to your emails
- Provide project management services to keep your project organized and on track
- Understand your organization's needs and build a marketing program that solves those needs.

Communication Process

- We use email and Zoom meetings to communicate with you through this project.
- We will ask you to review information we create at various stages of the project.

Realignment

- If any concerns arise during the course of this project, please contact Laura Williams laura@insync.media | 970.316.3035 (cell) immediately so we can resolve the issue.
- If your project goes over scope, we commit to clear communication on the additional scope and any potential additional charges.

Pivoting

- If your business needs change during the course of our project, please let us know as soon as possible. We will do our best to realign your project to your new needs.



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- If needed, we will provide a referral to a trusted partner if your new business needs are outside of our scope or specialization.

Please note: It takes a minimum of 6 months of work before you may start to see an ROI. There is no shortcut to good marketing! This is why it's important to stick around for at least 6-12 months before you decide whether or not we're a good fit.