



6IXGUN, LLC

# General Operating Policies

*Prepared For: All Clients*

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**6IXGUN Policies  
All Clients  
Revision 1, Jan 7, 2018**

**1. General Statement.** 6IXGUN, LLC is a highly service and client - centric business; we aim to make every experience you have with us a good one. We believe in communication openly with our clients that way there are no surprises or unmet expectations along the way in any of our projects. For that reason we put in writing OUR requirements up front, so that you know what we need from you in order to successfully complete your project(s). In addition to the information presented here, we ask all clients and potential clients to read our getting started guide, it is available here:

[6ixgun.com/docs/getting\\_started.pdf](http://6ixgun.com/docs/getting_started.pdf)

Understanding and acknowledging the items outlined below will help avoid many of the common issues that most clients have with contractors. The items here apply for all projects (contracted or not) that 6ixgun takes on.

**2. Forms and Data Collection.** Unless otherwise indicated, client will complete and sign the following forms prior to the start of any work:

1. Contract / Authorization of Work
2. Communication Policies
3. Lease Agreement (if leasing a site / e-commerce solution)
4. Client Data Form
5. Content Requirements Plan

Note that no work will commence until these forms are collected. Projects may still be started if #4 and #5 are incomplete however client then understands that #5 and #6 will apply. It is our preference to have ALL data available prior to starting a project.

**3. Communication.** As mentioned, we love communication! We know that good communication is essential during any project, but we also know there is a right way and wrong way. When it comes to ANY communication related to the project, all communication will be via e-mail / help desk unless otherwise approved by us (i.e. you want to request a meeting / review). As mentioned in the communication policies document above, we do this mainly to document the conversations so that we are certain we are meeting your needs, and also to allow us to work on projects without monopolizing our time on the phone.

**4. Payment.** We are a small company. While our overhead is smaller, so is our working capital. We enter into any contract with clients under the requirement that 50% of the entire project cost is paid up front, and the remaining 50% to be paid immediately upon completion. Unless mentioned differently in the contract, we appreciate your abiding by this policy.

**5. Delays.** We do our very best NOT to delay projects. In fact, when we have 100% control of the content and outcome we have never slipped a committed deadline. The problem arises when clients do not deliver content or completed data forms on time or they do not reply to e-mails in a timely manner.

This is much more common than you think. Clients are busy running a business or taking care of issues, they are not always focused on their website or marketing project - after all that is the main reason you hired us in the first place - to attend to your external project. There are however, very important things that you, the client needs to deliver to us and content (text) and keywords about your business is one of them. Only you know your business best!

**6. The Time Slot.** 6IXGUN, LLC does not take on every client. If we feel that customer service will be compromised in any way we will not take the work. There is such a thing as being “too busy” and we understand that very well. We do on occasion turn work down. We are a Lean Sigma company - that means we prefer quality over quantity and we do more with less. As a result we are scheduled very tightly. Clients who work with us to deliver their information on time will have excellent results. Those who procrastinate or take a more laid back approach will have their projects dragged out - sometimes for months.

For instance, if it takes us two weeks to build a website and you commit to getting all the content to us prior to those two weeks, then we will finish the site on time.

On the other hand, if we assign the time slot and you do not get us the content by the required start day, the time slot is given to another project and we will “back burner” your project. This may cause delays up to and exceeding the original duration of the project.

We run the gamut with clients, however the majority do get us the information on time. Here is a cross section of our project completion times:

Clients that are diligent and we finish on time -	65%
Clients that cause delays of at least one month-	25%
Clients that cause delays of several months -	10%

Like any good partnership, we require cooperation and diligence in completing objectives with our partner - you. Where your completion comes in is entirely up to you.

Thank you for selecting 6IXGUN, LLC and we look forward to making your project a success !