

1. CONTRACTUAL OBLIGATION: All Customer's must complete and submit Order Form and Services \& Terms Contract Form prior to commencement of services. Before ordering a service, please refer to "SERVICE DESCRIPTION" section beginning on Page 6 which provides a detailed breakdown of all services offered.
2. SERVICES INCLUDE: Selections indicated by Customer in Customer's Order Form.

## 3. SERVICES do NOT INCLUDE Pick My Event Songs Advisors Physically Putting the music tracks

 onto a CD and/or mailing a CD to Customer. We are Professional Song Advisors only. We are selling our ideas. We develop and provide Customer with the best song suggestions based on Customer's vision. We will e-mail Customer their custom list of songs corresponding to what Customer ordered. Customer's DJ should provide tangible product services such as Customer Burning music to a CD or developing MP3 tracks.4. CREATIVE SERVICE CLAUSE A: Customer understands that selection of songs delivered can vary greatly and song selection by nature is an art, subject to creativity of Song Advisor and their personal artistic style, extensive knowledge and understanding of the context and lyrics of a variety of thousands of songs covering multiple genres and their access to a fully developed personal database of over thousands of songs spanning over more than 15 music genres. Customer understands they have chosen Song Advisor because of their extensive knowledge, and will grant Song Advisor the right to exercise their creativity in the interest of creating the best song selections possible that coincide with the Customer's request relative to their requested Moment, Playlist or Final Decision Making needs. Customer also understands they have chosen Song Advisor because of their experience in Wedding, Bridal Shower and Family Reunion planning and entrusts Song Advisor's Real detailed sample Order of Events Timeline as a strategic guide in which Song Advisor personally constructed during their event planning in a timeline format to simplify the flow of events. Customer understands they may not demand a refund, or a redo due to differences in artistic preferences of the final song selections and/or
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final order of events timeline. Our services are heavily based on Customers that have little-to-no idea or direction of what songs they want for their events. We highly discourage those who have a good idea about specific songs they want; to utilize our services. It is often difficult to sway from what you know and love (This does not apply to Customers who have their own Set List of Song Options but are debating which song to apply to which Moment. In this case, customer should choose our Final Decision Maker package). We're also human and understand sometimes Customers may not be fully satisfied at first. For this reason, we provide Customers with a Proof of songs based on Customer's moments discussed $\mathbf{+ 5}$ BONUS Substitute Songs. Similar to a Photographer, our service fees depend heavily on our professional ideas and service time. The delivery of songs is an added bonus.
5. SONG CATALOGUE: With our meticulously personal handcrafted catalogue of thousands of songs, we take pride in the task of matching songs with special moments. We specialize in Easy Listening, Hot AC, Urban Contemporary, Motown, R\&B, Slow Jams, Old School R\&B, New Jack Swing, Hip Hop - with sprinkles of popular songs from a variety of other Music Genres below dating from 1940's - 2010's. MUSIC GENRES (alphabetical order): Adult Contemporary, Easy Listening, Hip Hop, Hot AC, Motown, Neo-Soul, New Jack Swing, Oldies, Old-School R\&B, Pop, R\&B, Slow Jams, Top 40, Urban Contemporary, Urban Slides (i.e. cha-cha, electric, wobble, etc.

## 6. ORDER PROCESS:

## Wedding Moments and Playlists

Receive Order Form and Services \& Terms Contract Form, complete, sign and email back; Receive emailed Paypal Payment Request/Invoice (paypal does not require you to have an account to pay). Make upfront payment for selected option(s); Provide us copy of Order of Events Timeline requiring songs (*if needed, we provide detailed minute-by-minute Order of Events Timeline for an extra $\$ 25-\$ 35$ ); We will set up a time to contact you to discuss (this is your consultation period). Discuss your Event vision to help us create songs that fit your story; We create a Proof copy of Customer's song options; Customer Receives Proof copy of song options via email within 1-2 business days from the date of initial consultation along with a "Bonus Songs Form" to complete and submit back with 5 Moments in which Customer would like to obtain an Alternative song choice. Customer will receive 5 Bonus Songs via e-mail within 1 business day of Bonus Songs Form submission.

## Final Decision Maker

Receive Order Form and Services \& Terms Contract Form, complete, sign and email back; Receive emailed Paypal Payment Request/Invoice (paypal does not require you to have an
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account to pay). Make upfront payment for selected option(s). Customer Emails set list of song options customer is debating and the corresponding moments in which Customer is debating to use them with. Pick My Event Songs will set up a time to contact Customer to discuss (this is Customer's consultation period). During consultation, we will provide Customer with the best decision based on our in-depth knowledge of the context and lyrics of the song(s) you provided relative to their corresponding moments. Receive our final decision + explanation of songs selected from your set list + "Bonus Songs Form" to complete and submit back with 5 Moments in which Customer would like to obtain an Alternative song choice. Customer will receive 5 Bonus Songs via e-mail within 1 business day of Bonus Songs Form submission.

## Sample Order of Events Timeline

Receive Order Form and Services \& Terms Contract Form, complete, sign and email back. Receive emailed Paypal Payment Request/Invoice (paypal does not require you to have an account to pay). Make upfront payment for selected option(s). Receive requested Detailed Order of Events Timeline via email within 1 business day from the date of purchase.
7. PAYMENT PROCESS: Upfront payment in full is due prior to commencement of All services. Upfront Payment is applied towards the contracted service option. Required payment method is Credit or Debit Card via Paypal, no other Payment Methods will be accepted. Upon
Reception of Completed Order Form and Services \& Terms Contract Form, You will receive a Confirmation Email. In Confirmation Email Click on "PAY NOW" Payment Request/Invoice or the Link. Follow the Instructions (paypal does not require you to have an account to pay). After Payment is Successfully Processed, You will Receive an Email Receipt.

- Wedding Moments or Create My Playlist or Final Decision Making Services - Customer will Receive an Initial Consultation Call per your Requested Date/Time. Customer will receive Proof via e-mail within 1-2 business days after initial consultation call along with "Bonus Songs Form" to complete and submit back with 5 Moments in which Customer would like to obtain an Alternative song choice. Customer will receive 5 Bonus Songs via e-mail within 1 business day of Bonus Songs Form submission. Delayed Payments will cause a delay in services.
- Sample Order of Events Timeline Service - Customer will receive Sample Order of Events Timeline via e-mail within 1 business day after purchase. Delayed Payments will cause a delay in services.

8. CONSULTATION TIME-LENGTH: Depends on service option. Please refer to "SERVICE

DESCRIPTION" section on Page 6.
9. CONSULTATION SCHEDULING: Upon reception of completed Order Form and Services \& Terms

Contract Form, the Song Advisor reserves the time and date agreed upon for initial consultation, and will not make other reservations for that time and date. Customer is expected to honor their requested date/time.
10. CONSULTATION ANALYSIS: The Consultation is the most important part of the order process. It is the foundation that establishes and highlights the Customer's vision and needs. Without the Consultation, the Song Advisor will be unable to move forward with producing a viable song selection. For this reason, the Customer shall assist and cooperate with the Song Advisor in being actively present during the initial phone consultation, answering all Song Advisor questions as every question is pertinent to creating a successful end product. The Customer should also be accessible after the Initial Consultation and throughout the time of services as open communication ensures that both parties remain on the same page. The Song Advisor shall not be responsible for song selections not produced as a result of the Customer's failure to provide reasonable assistance or cooperation.
11. BONUS SUBSTITUTE SONGS: Pick My Event Songs will e-mail Proof song selections to the Customer within 1-2 business days from the initial date of consultation. After Customer reviews the proof, Customer shall complete and submit the "Bonus Song Form" providing the Song Advisor with the 5 Moments in which Customer would like to obtain an Alternative song choice. Customer will receive 5 Bonus Songs via e-mail within 1 business day of Bonus Songs Form submission.
12. CONSULTATION CANCELLATION/POSTPONEMENT: Customer must provide Song Advisor with at least 48hrs notice of Cancellation/Postponement. In the event Customer needs to cancel for any reason and provides Song Advisor with at least 48hrs notice of Cancellation, upfront payment is $50 \%$ refundable MINUS a $5 \%$ Processing Fee for reversal. If for any reason, Customer postpones consultation date, Song Advisor will retain 100\% of upfront payment and honor new consultation date. In event Customer makes payment but is non-responsive to initial consultation time and/or Song Advisor has attempted over a period of 30days to touch base with Customer using all contact info provided by Customer at time of original order but Customer is unresponsive and/or Customer makes payment but cancels consultation after rescheduling more than 3 times; then, Song Advisor reserves right to cancel order by default and refund Customer $40 \%$ of upfront payment MINUS a $5 \%$ Processing Fee for reversal. Should Customer choose to re-order services after default cancellation, Customer will have to start new order process and pay another upfront payment in full. Song Advisor reserves right to refuse
services from any Customer whose order has been cancelled by default. Refunds typically take 5-7 business days to process and complete.
13. CONSULTATION CANCELLATION BY SONG ADVISOR: In the rare event of an emergency in which Song Advisor can not produce requested song selection or deliver ordered product within guaranteed time-frame provided to Customer at time of initial order; and Customer chooses to cancel; Song Advisor will refund Customer $100 \%$ in full. If Customer accepts Song Advisor's alternate proposed date of delivery, Song Advisor will provide Customer with courtesy $15 \%$ off original cost. Refunds are processed within 5-7 business days from date of acceptance.

## 14. ADDITONAL SERVICES: Customer shall reimburse Song Advisor for any additional costs the

 Song Advisor may incur for additional services outside of what Customer selected in original order. Additional services outside of what Customer selected in original order will require a completed and signed Add-Ons Form prior to commencement of additional services.
## Applicable Law

This contract shall be governed by the laws of the County of Contra Costa in the State of California and any applicable Federal Iaw.

## Signatures

I have read and understood the terms discussed in Pages 1-5 of this contractual agreement. I hereby agree to the terms of this contractual agreement. I understand that If the lines below are blank, it's not considered completed nor is it considered a mutual agreement and services will not be rendered. I understand that if the lines below are properly completed, it is considered a mutual agreement and services will be rendered strictly coinciding with the terms as stated in this contract in relation to services ordered.
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## Wedding Moments

We Match your Special Moments during your Wedding Ceremony and Reception with Songs!

> What song should we pick for our first dance? What about the daddy-daughter dance? OMG I don't know what song I should have for my Grand Entrance down the aisle! Or my bouquet toss! Should I have a song during the lighting of the candles? What song should my wedding party come out to during the grand introductions at the reception? Cutting of the cake?

These are all common questions that you will ask yourself when planning for the most important day of your life. Music is no doubt the voice that carries the flow of weddings. It dictates the mood, captures emotions and creates an enchanting ambience for the most important day and experience in one's life. The songs for each moment of your ceremony are personal. The gift of song is poetry through melody. It is one of the best gifts in the world that enables us to express to others our true feelings; particularly on our Wedding Day.

Our Wedding Moments service options allow you to choose from 1-25+ different Moments. For every Moment you request, you get 3 songs. For instance, you may need a song for your "Grand Entrance Down the Aisle" Moment; we will provide you with 3 songs we believe would be perfect for your walk down the aisle. Each customer will also get a BONUS of 5 Additional Substitute songs!

Choosing the music for your DJ, Live Entertainment, and or your own Personal Boombox (laptop + laptop speakers) for the Timeline of Events can be stressful; but it doesn't have to be when you have someone that takes your song selections just as serious as you. We enjoy and take pride in the task of matching songs with moments.
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## Create My Playlist

We offer 25 tracks per each playlist + 5 BONUS SUBSTITUTE SONGS! Why 25? A standard Compact Disk (CD) will hold on average 18 tracks (we figured 7 more + an additional 5 substitute song alternatives is more than a BONUS!).

We will create an unforgettable Custom Playlist for your event. Our Create My Playlist services satisfy Weddings, Bridal Showers, Baby Showers and Family Reunions. Need a playlist for your Wedding CD Souvenire? Bridal Shower or Baby Shower Games? How about for your Family Reunion Powerpoint Presentation Slideshow? No matter what the occasion, we are excited to create your custom event playlist.

## Final Decision Maker

Do you already have a set list of songs that you know you definitely want for each moment. However, you're deliberating among a few of them and need help making a final decision? Let us make that decision for you. With us, you'll not only get passion and excitement; you get our extensive knowledge of the background and context of the songs in question. We would love to help you be part of your decision making process and hopefully help you sleep a little better knowing that your songs are out of the way. Please be advised... this service is ONLY for Customers who already have their songs selected and just need assistance choosing which ones to place with moments.

If Customer needs Pick My Event Songs advisors to ADD ON to their songs using our Song Catalogue, Customer will need to Order the "Create My Playlist" selections as this constitutes as a separate service.

## Sample Order of Events Timeline

Need a Sample Order of Events Timeline created from a REAL event? We have them to give.

## Available for WEDDING, BRIDAL SHOWER or FAMILY REUNION

Each of our authentic Sample Order of Events Timelines were created and used by our Founder for her event planning purposes. This explains why they are so detailed and fleshed-out. Use these to be your ultimate guide in Timeline Format to provide some structure to your planning.
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