



IN HARMONY COMMUNICATIONS AND STRATEGIC LEADERSHIP

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The Engagement *Timeline*

Every engagement follows the same path, from first inquiry through final delivery. Here is what happens, when, and who does it.

ALL DAY COUNTS ARE BUSINESS DAYS

34 BUSINESS DAYS, INTAKE TO PRODUCTION	4 PHASES	2 REVISION ROUNDS INCLUDED
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I Inquiry and Acceptance

DAYS 1 TO 8

01	Intake IN HARMONY Receives the intake request. CLIENT Submits intake: organization, authorized decision maker and title, need, timeline, and budget range. Books the consultation.
02	Consultation IN HARMONY Holds one complimentary diagnostic conversation of up to forty five minutes. No concepts, names, frameworks, or solutions are presented. CLIENT Attends with the authorized decision maker present.
03	Acceptance IN HARMONY Issues the acceptance notice, written consultation summary, Letter of Intent, and proposal development fee invoice. Acceptance is at In Harmony's sole discretion and may be declined for capacity, fit, or scope. CLIENT Reviews the summary and corrects any misstatement.
04	Letter of Intent IN HARMONY Confirms receipt of the signed Letter of Intent and cleared fee. Proposal development begins. CLIENT Returns the signed Letter of Intent and pays the proposal development fee. Credited in full against the engagement fee upon execution.

II Proposal and Execution

DAYS 9 TO 30

05

Proposal development

IN HARMONY

Develops the proposal, scope of work, and terms of agreement over ten to fourteen business days.

CLIENT

Schedules the presentation meeting with the decision making body during this window.

06

Presentation

IN HARMONY

Presents the proposal and the terms of agreement directly to the decision making body. Never delegated to an intermediary.

CLIENT

Convenes the decision making body and designates a single point of contact.

07

Execution

IN HARMONY

Remains available for questions and holds the quoted pricing through Day 30.

CLIENT

Executes the agreement and statement of work and submits the deposit within five to seven business days.

08

Expiration

IN HARMONY

The proposal and quoted pricing expire automatically at the end of Day 30.

CLIENT

Last day to execute and pay.

III Production

TERM SELECTED IN THE STATEMENT OF WORK

09

Production begins

IN HARMONY

Opens the project four business days after payment clears and confirms the production schedule.

CLIENT

Point of contact confirmed and available.

10

Build

IN HARMONY

Produces the work against the agreed milestones. Terms available are seven, fourteen, thirty, sixty, and ninety days.

CLIENT

Provides materials, content, and approvals within fourteen calendar days of written request.

11

Milestone approval

IN HARMONY

Presents each milestone deliverable with an approval form.

CLIENT

Returns consolidated written feedback within seven calendar days, or the deliverable is deemed approved.

12

Revisions

IN HARMONY

Completes two included revision rounds per deliverable.

CLIENT

Submits all stakeholder feedback consolidated in one document, through the point of contact.

IV Completion and Delivery

FINAL STAGE

13	Completion notice IN HARMONY Notifies the client that production is complete and issues the final invoice.	CLIENT Reviews the invoice.
14	Final payment IN HARMONY Confirms cleared funds.	CLIENT Pays the full remaining balance. Payment is due before the final presentation.
15	Final presentation IN HARMONY Presents the completed work.	CLIENT Attends with the decision making body.
16	Delivery IN HARMONY Delivers final files by email or mail four business days after payment clears, with the written license.	CLIENT Confirms receipt. Reports any defect in writing within five business days, after which the work is deemed accepted.

Payment

PROPOSAL DEVELOPMENT FEE

Due at signing of the Letter of Intent. Credited in full against the engagement fee where the agreement is executed within the window.

LONGER THAN THIRTY DAYS

Forty percent upon execution, thirty percent at midpoint approval, thirty percent before the final presentation.

CLEARED FUNDS

Payment is cleared when funds are irrevocably available. A reversal or returned instrument suspends work immediately.

THIRTY DAYS OR LESS

Sixty percent upon execution. Forty percent before the final presentation.

IDENTITY WORK

Logo, brand identity, and rebranding engagements are paid in full upon execution.

WORK OUTSIDE SCOPE

Billed at \$175.00 per hour, quoted and approved in writing before it is performed.

Revisions After the Final Presentation

The full balance must be paid before any post presentation revision work begins.

Corrective, at no charge. A revision is corrective only where the delivered work deviates from a specification approved in writing. This covers work that does not match the approved concept or layout, incorrect colors, fonts, or logo variations, typographical errors in copy written by In Harmony, deliverables listed in the statement of work but not delivered, files supplied in the wrong format, functional defects in a website built by In Harmony, and factual errors in research where the correct fact appears in a cited source.

Billable as new work. A change of preference on approved work, stakeholder feedback arriving after approval, content or facts supplied incorrectly by the client, new sections not included in the statement of work, a change to an approved direction, issues arising from client edits or platform changes, and any request that does not identify a deviation from an approved specification.

Delay, Pause, and Return

CLIENT DELAY

Where a client date is missed, all subsequent dates extend by the length of the delay.

CLIENT REQUESTED PAUSE

Available once per engagement for up to thirty calendar days, requested in writing beforehand. All dates extend accordingly.

EXPEDITED ENGAGEMENTS

Proposal development compresses to three to five business days. Consultation and acceptance do not compress. A rush fee of twenty five to fifty percent applies.

UNSCHEDULED PRESENTATION

If the meeting is not scheduled within five business days of notice that the proposal is ready, In Harmony issues the proposal in writing and the execution window begins on that date.

RETURNING CLIENTS

Intake, consultation, and the proposal development fee are waived within twelve months of a completed engagement. A Letter of Intent is still required.

ACCEPTANCE OF DELIVERY

Report any defect in writing within five business days of delivery. Absent a written report, the work is deemed accepted.
