



REFUND & RETURN POLICY

Thank you for sponsorship to: Northwood Hispanic Communication Center and KNLY 91.1FM The Boss

If by the end of contract. you are not entirely satisfied with the service **KNLY 91.1FM The Boss**

provided to you in regards of:

- Air time Talk Shows
- Commercial Spots
- Live Remotes
- Live Mentions

The Company **KNLY 91.1FM The Boss**, Do **Not Refund** on the service we already provide or will provide after we process the payment.

The Company **KNLY 91.1FM The Boss**, will offered to the dissatisfy customer Five (5) Spots for free in a weekly basis (Monday – Friday, during 06:00AM – 10:00PM rotated spots for the first (1) month after we received notification of the dissatisfaction. (Total 20 Spots for one (1) Month free.) as a compensation. Customer will receive the report by the end of the Month of the Free Spots offered as Courtesy.

This Offer will be offered to the customer that match our criteria if **KNLY 91.1FM The Boss**, consider after we received notification of Cancellation Request and/or Dissatisfaction after 30 Days active contract.

Customer understand and signed on contract that **KNLY 91.1FM The Boss**, will **not process any type of refund** after the Cash, Check, Credit Card payment had been process by the company after 3 days of the customer signed the contract.

Customer have a grace period of three (3) business days after customer signed the contract in which he / she had the opportunity to cancel the contract he just signed. He will receive a complete Refund of the amount he paid and is state on the contract as a deposit. In the next 7 days after customer send a letter by mail or email of the cancellation request in the three (3) grace period.

If you have any questions, you can contact us to:

Email: info@radiotheboss.com

Mail to: KNLY 91.1FM, 10210 Grogan Mills Rd, Ste., 250, The Woodlands, Texas, 77380.

Call: 713-370-5051



CANCELLATION POLICY

Customer can request a cancellation of the contract if:

- Customer cancel within the next Three (3) Business days' prior the signed contract.
- Customer is not entirely satisfied with the service.
- Customer with active contract want to reduce it or cancel.

This is the process to Request Cancellation of Contracts, including the three (3) options to cancellation of contract.

Cancellation Request:

If the customer still has a contract active, and He / She request or decide to cancel, he / she must notify in writing sending letter by the following methods:

Regular Mail:

Address: 10210 Grogans Mill Rd, Ste., 250, The Woodlands, Texas, 77380

Attention: KNLY 91.1FM

Subject: Cancellation before the 1st day of each month.

Customer Name:

Company:

Telephone

Date of Cancellation request:

Reason of Cancellation:

Or Email:

Email: info@lajefahouston.com

Subject: Cancellation before the 1st day of each month.

Customer Name:

Company:

Telephone

Date of Cancellation request:

Reason of Cancellation:

This letter has to be receive by The Company KNLY91.1FM The Boss / La Jefa Five, at least (5) business days before the end of month (30th of each month, 27th, 28th, 29th on February, it depends on year.) to avoid the next month invoice (If customer is on active contract).

If Cancellation request letter from the customer is not received, The Company KNLY91.1FM The Boss/La Jefa can bill the customer the next month. But will process the cancellation for next month.