

KYA & Co. Policy Document

Mission

At KYA & Co., our mission is simple: **Keeping You Authentic.**

We are committed to building real, human-first brands through intentional strategy, creativity, and connection — no shortcuts, no gimmicks.

Communication Policy

- Office Hours: Monday-Friday | 9:00 AM – 5:00 PM EST
- Response Time: We aim to respond to emails and inquiries within 24-48 business hours.
- Primary Contact: hello@kyandco.com
- For project-related communication, we encourage using email for tracking and accountability purposes.

Project & Service Policy

- Consultations: A complimentary 30 minute consultation may be provided to understand your brand needs before booking services.
- Booking: Projects are confirmed only after a signed agreement and payment of a deposit is received.
- Revisions: Project packages typically include 1-2 rounds of revisions unless otherwise specified. Additional revisions may incur a fee.

Payment Policy

- Monthly Retainer Clients: Payment is billed monthly based on the agreed service rate. Invoices will be sent with clear due dates and payment terms.
- À La Carte Services: A deposit is required to secure your project start date.
- Full payment must be made before final project delivery or completion.
- Accepted Payment Methods: ACH, Credit Card, PayPal, Zelle, Check, etc.

Content Ownership

- Upon full payment, the client retains rights to all final, delivered assets.
- KYA & Co. reserves the right to feature project excerpts in our portfolio, social media, and promotional materials unless otherwise agreed in writing.

Privacy Policy

- Your information and brand details are confidential.
- We do not share, sell, or disclose client information to third parties without explicit permission.

Comments, Concerns, and Feedback

We believe in open, transparent communication.

For any comments, concerns, or suggestions, you can reach us directly at:

social@kyandco.com

We're committed to continuous growth and want to hear from you.

Thank you for trusting KYA & Co. to help Keep You Authentic. ❤️

May 1, 2025

Kya Cudjo

CEO