
Kihbba.com

Charlotte | North Carolina
704.804.2119

Welcome to **Kihbba.com**

Please use this as a reference to the membership terms of your account. We are excited to work together to help you accomplish all your goals. Please review the following information, and keep it for your records. To get your systems setup, let's make sure to share the logins we need for your accounts, as well as scheduling a meeting to review within 3 days time.

Here is the link to schedule your meetings with me. Follow the prompts and we will talk at your designated time. [Meeting Link](#)

Also, you can find this link on the "support ticket" page of our site,
<https://www.kihbba.com/account/membersonly>

ABOUT Kihbba

Our Mission

Help your business identify its best options for applicable business technology and implement that technology into the business.

The Team

Your team is comprised of a Business Technology Expert, Account manager and Developer Team. Please contact them at 704.804.2119 or experts@kihbba.com.

Your project may touch other members of the business as different needs on the account arise.

Kihbba has worked on more than 600 projects for CRM integrations and implementation. As CRM experts we can help guide your project through the life of your membership.

PRODUCT & PROCESS

Project Process

Your project will consist of 4 phases. These 4 phases are meant to last the duration of the membership, with Phases 1-3 being completed in just 1 week.

Phases

The phases listed here are in order of how your project will work in our environment. Phases run in conjunction with one another but must be reviewed before we can move to the next phase.

ONCE RECEIVING THE LOGIN DETAILS

Phase 1

- Audit the system to understand current usage and data structure. This becomes the baseline for our discussion on your needs.

Phase 2

- Collect your needs. This is a conversation taking place after Phase 1. This will be the passoff of all details you need adjusted in the system.

Phase 3

- Build and Train. In this phase we will train you on what the system does after adjustments, including a live audit of any fixes needed. Once this phase is completed, you should be able to start using the system daily. At this phase the clock for the membership timer starts.

Phase 4

- Ongoing modifications. In the event you have technology needs, automation needs, or need a modification made to this stack of tools please reach out to us for a request.

MEMBERSHIP DETAILS

Price

Your membership fee has been received and a receipt has been issued. Please contact experts@kihbbba.com for more information on pricing.

Payment

After the first year, memberships will renew (with opt in) at the \$119 per month rate. To cancel a membership, please email us 7 days before a membership payment is made. No refunds will be issued once a payment has cleared. To cancel, please email experts@kihbbba.com.

Membership Benefits and Access

You have subscribed to a Kihbba.com Membership. This membership is an annual subscription to assist in the setup and maintenance of business technology. Your Business Technology Expert should have collected a list of technologies we are to support under this membership. This membership is NOT used for writing any custom development code. Your membership includes the following:

1. Access to a Business Technology Expert
2. Project Time Guarantee
3. Unlimited Support Requests
4. Setup and Customization of your Technology
5. Integrate Other Technology Tools
6. Import All Data (Unlimited)
7. CRM & Zapier Automations (50 Automations)
8. Template Creation or Transfer (Up to 50 Templates)
9. LIVE Issue Resolution Calls
10. Custom Recorded Training Sessions

Data Imports

All data imports must be previously cleaned for a simple upload. While the membership can cover the adjustment of some data to be imported, there can be an extra charge for cleaning up data. Please talk to your Business Technology Expert for more information on if your import is covered.

Project Time Guarantee

While this is an annual membership, we typically will start with an initial project. Initial projects are what we cover in the project phase section above. The initial project will be scoped by your Business Technology Expert and will be provided back to you at the beginning of a membership. We guarantee we will hit this completion deadline, or there will be no further billing until we do. This means we will waive any monthly billing until the project is completed. When we waive a payment, it is not deferred, but excused from the payment schedule. This is our incentive to handle your initial project scope and timeline with accuracy. Additionally, all support requests are addressed the same day, and finished within 48 hours. Unless otherwise quoted, the expectation for support is 48 hours from the time the ticket is reviewed in our office. You will receive an email back when the ticket is reviewed. If we do not complete the support ticket in the quoted timeline or assumed timeline the bill for support for the month is waived.

Meeting Links

You can schedule a time to speak with us through the links provided here. These can also be found on the website thehelpdesksales.com/support-ticket

New Client Consultation - <https://calendly.com/kihbbba/new-member-meeting>

LIVE Resolution Meeting - <https://www.kihbba.com/live-resolution>

Automation Request Form - <https://www.kihbba.com/account/automationrequest>

Ticket System - <https://www.kihbba.com/account/tickets>

These links will be emailed to you individually as you flow through our schedule.

DISCLAIMER

This membership does not cover the custom development of any software or custom code required for this project to be completed. Any overage of the above will be handled on a case by case basis. Some exceptions can be made where others will require an account upgrade.

Non Disclosure Of Private Information

NDA

This membership term assumes the standard practices of most inhouse NDA's and will be happy to sign a company NDA of any client engaging in a membership. Please note we take privacy very seriously and will never share any private information learned in the process of serving this membership. If you have privacy or security concerns please let us know.

experts@kihbbba.com

Sharing Passwords

Lastpass

First and foremost, access to your tools. Please share access to your tools through lastpass. You can find more information about how to use lastpass here - ([lastpass](#)) Passwords may also be shared by voice. Please do not share your passwords in any manner which would reasonably be considered unsafe.

Once we have your password we can begin Phase 1. If you would like to discuss your needs pre-audit please use this [link](#). If you have privacy or security concerns please let us know. experts@kihbbba.com

Non Developed Tools/Other Technology

Membership Upgrades

You may upgrade an account at any time to enhance your memberships access and function. Please reach out to sales@kihbbba.com if you would like to upgrade.

Referrals

Referral - Affiliate Program

Once a member of the Kihbba, you can begin to refer us business. Once you refer a new client you will be paid 10% of the membership fee for each of your first 3 referrals. Once you are over 3 referrals your referral fee will go up to 15%. For more information contact us.

Cancellations

Cancellation

Memberships run annually, and can be cancelled without penalty only after the initial membership term. This means no cancellation can be made in the first year of your membership. You may forfeit your membership but will not be excused from any undue invoices. If you are unsatisfied with your membership for any reason, please contact experts@kihbbba.com for resolution.

Refund

The observation of your needs begins the clock in our environment. Even the observation of your project through emails, audits, meetings, etc, can be considered “working” on your account and will be billed against the balance of your membership should you cancel.

All work on the account is billed at \$125 an hour in the event of a cancellation, and while no additional bill will be generated for any overage of hours, there will be a refund only matching the non utilization of your membership. There is no refund issued for months of membership not cancelled within 7 days of the payment posting to your account.

Membership Abuse

Please understand you are a part of a development business with multiple clients. You may be put into a development queue which may not be aligned with your needs. Please give us ample time to finish all requests as they are needed by you with plenty of time to run tests and ensure you are correctly setup.

In the event we feel your membership is being abused for any reason, we can cancel a membership and no longer take tickets on your account. Should we feel you are approaching this we will communicate with you the reason and next steps.

In the event your membership is ever cancelled for abuse, you will be issued a refund in accordance with the terms in this document.

Good Faith

These terms are meant to constitute the basic elements of a healthy working relationship. The intent of the agreement, Kihbba.com and your Business Technology Expert is to do everything possible to help you accomplish your goals without having to reference these terms. Please enter this business relationship the same way.

Tools We Support

This is some but not a complete list of the SaaS tools we support. It is hard to keep a list updated but it is constantly growing. If you have a request please let us know. Full list here,

<https://www.kihbba.com/supported-technology-list>

- Pipedrive
- Salesforce
- Zoho
- SugarCRM
- Monday.com
- Zapier
- Parser
- Utilities
- Integromat
- Automate.io
- Google Suite Products
- Gravity Forms
- Cognito Forms
- 123 Forms
- Wix
- Squarespace
- Shopify
- Xero
- Square
- Wave
- Slack
- Trello
- Klenty
- Klaviyo
- Justcall
- Kixie
- Mailchimp
- Mailigen
- Calendly
- Acuity Scheduling
- Textit
- Drop Cowboy
- Slybroadcast
- Webhooks
- Pre-Approve Me
- Floify
- Vistaprint
- more...