

Sahara Global Support LLC

Retainer & Payment Policy

At Sahara Global Support LLC, we prioritize transparency, flexibility, and professionalism. Below is a clear outline of how our retainers, payments, and task submissions work, so you always know exactly what to expect.

Retainer Policy

Clients select a monthly plan (e.g., Starter, Growth, or Scale), with hours available for any assigned tasks. Payment is required **upfront, at the beginning of each month**. Work begins once payment has been received. This ensures fairness, accountability, and uninterrupted service.

Unused Hours & Rollover Policy

Unused hours from your monthly plan automatically **roll over** into the next month. However, rollover hours are only valid for up to **three consecutive months**. At the end of the third month (quarter), any unused rollover hours will **expire** and the balance resets.

How Hours Are Tracked

For simplicity and transparency, we use **Clockify**, one of the easiest and most user-friendly free tools for tracking time. Each task is logged with the date, description, and hours spent. Weekly reports are generated to show hours used and hours remaining in your plan.

Submitting Tasks

To ensure clarity and timely delivery, weekly tasks must be submitted in one of the following forms:

- 1. Weekly Task Submission (preferred):** Every Monday, provide a written list of tasks with clear details and instructions. Include deadlines for each assignment.
- 2. Email Requests:** Tasks sent via email must include all necessary details and deadlines. This ensures responses are handled **professionally and efficiently**.

All tasks should clearly state **what needs to be done, the deadline**, and any supporting documents or instructions. This allows us to manage time effectively and meet your expectations.

Language & Communication

Our assistants are **native English speakers, based in the United States**. Services can also be provided in **Spanish upon request**. All communication will be clear, professional, and responsive, ensuring your business is represented at the highest level.

www.saharaglobalsupportllc.com | info@saharaglobalsupportllc.com