

KROSS CONCEPTS

Term of Service

Exclusive ZIP Code Territory Reservation Agreement

1. Territory Reservation

The Client is purchasing exclusive marketing territory rights for the ZIP codes listed on invoice. Upon successful payment, the territory is immediately removed from public availability and reserved exclusively for the Client for the duration of the agreement.

2. Exclusivity

Kross Concepts will not assign the same ZIP code territory to another competing agent or dealership during the Client's active contract term.

3. Lead Delivery

Kross Concepts will deliver consumer inquiries and leads generated from the reserved ZIP code territory through its lead distribution system including email, CRM integrations, or other digital methods.

4. No Performance Guarantee

Kross Concepts does not guarantee a specific number of leads, appointments, or revenue. Business performance depends on factors outside the control of Kross Concepts.

5. Service Activation

The Client acknowledges that the purchased service is the reservation of an exclusive marketing territory. Delivery of the service occurs immediately when the territory is reserved.

6. Refund Policy

All transactions are final. A limited 72 hour partial refund window is available. A \$50 per day territory reservation fee will be deducted from any refund request submitted within the first 72 hours. After 72 hours no refunds will be issued.

7. Chargeback Policy

The Client agrees not to initiate a payment dispute or chargeback after the territory has been reserved. Kross Concepts may provide this agreement and reservation records as proof of service delivery.

8. Non Payment and Territory Reassignment

If payment fails or is reversed, Kross Concepts may terminate the agreement and reassign the ZIP code territory to another client without notice.

9. Auto Renewal (Optional)

Unless cancelled in writing 30 days before the contract end date, the agreement may renew for an additional term at the current pricing.(Non renewal email must be sent to support@krossconcepts.com)

10. Entire Agreement

This document represents the entire agreement between the parties. No verbal promises outside this agreement are considered binding.

CLIENT ACKNOWLEDGEMENT

- I understand that I am purchasing exclusive rights to a ZIP code marketing territory that is reserved immediately upon payment.

Signature Captured and agreement signed at time of purchase and during onboarding.

Sample

Client Signature	
Printed Name	
Date	
Kross Concepts Representative	
Date	