Order & Delivery Agreement

GrainEdge LLC d/b/a SalesBoost · Somerset, Wisconsin · Effective 13 November 2026

> This agreement covers every order placed on our order page or in the order panel on our home page. It is the "order" our Terms of Service refer to, so where the two differ, this agreement wins.
>
> **Our promise in one line: you receive every contact you pay for within 14 days of your consultation, or we refund the difference.**

1. The parties

This agreement is between GrainEdge LLC, doing business as SalesBoost ("SalesBoost", "we"), and the business placing the order ("you"). If you order on behalf of a company, you are agreeing on that company's behalf. It takes effect when your payment goes through.

2. What you are buying

The number of contacts shown at checkout (the **ordered count**), at our published volume price for that count:

Contacts ordered	Price a contact	Smallest order in the range
5,000 to 9,999	75¢	$3,750 at 5,000
10,000 to 24,999	50¢	$5,000 at 10,000
25,000 to 49,999	40¢	$10,000 at 25,000
50,000 to 74,999	32¢	$16,000 at 50,000
75,000 to 99,999	26¢	$19,500 at 75,000
100,000 to 249,999	20¢	$20,000 at 100,000
250,000 and up	17¢	$42,500 at 250,000

Every contact is charged at the price for the size of the order, and an order never costs more than the smallest order in the next range (9,000 contacts would be $6,750 at 75¢, so it is charged $5,000, the 10,000 price). Orders start at 5,000 contacts and go up in steps of 1,000.

Each contact is a **named decision maker** at a business in the market we agree at your consultation — the industries, the region and the job titles you want to reach (your **brief**) — with their name, job title, company and work email, and a phone number where one is published.

3. What is included

At no extra charge, with every order:

- **A consultation** before we build the list, where we agree your brief, and **a review** once the list lands.
- **Every other buyer we find** without an email address, delivered with the list.
- **A Meta advertising file:** the same contacts formatted as a Facebook and Instagram custom audience.

- **A contact-form campaign** to the same firms, as described on the order page: one personalised enquiry to each company on your list that has a usable contact form on its own website.
- **Ongoing consultation** after delivery on how to use the list.

The list is delivered as a spreadsheet (CSV or Excel) that imports into your email, CRM and Meta tools, and into your private SalesBoost workspace.

4. Our delivery commitment

4.1 The count, on time. We will deliver the full ordered count within **14 days of your consultation** — the day you approve your brief. We will offer you a consultation time within 2 business days of your payment. If you take longer to approve the brief, the 14 days start when you do.

4.2 What counts. A contact counts toward the ordered count only if it fits your brief and its work email is **verified valid** or **catch-all**; we mark which is which. Emails that test invalid are removed before delivery and never counted. Emails we could not classify, and names without an email, are delivered free and do not count.

4.3 If we fall short. If we cannot find the full count inside your brief, we will tell you before the 14 days are up and you choose: we widen the brief, with your written approval, and deliver the rest; or we **refund the shortfall**. The refund for each contact not delivered is what you paid for contacts divided by the ordered count. For example, 10,000 contacts ordered for $5,000 with 9,200 delivered is a refund of $400. You never pay for a contact you did not receive.

4.4 If we are late. If the full count is not delivered within the 14 days for a reason on our side, you may cancel the undelivered part and receive the refund in 4.3, or let us finish.

4.5 How refunds are paid. To the card or account you paid with, within 10 business days of your choice in 4.3 or 4.4, or of the replacement decision in section 5.

5. Checking the delivery

You have **7 days after delivery** to tell us about any contact outside your brief (the wrong industry, region or job title) or listed twice. We replace each one at no charge, or refund it under 4.3 if we cannot.

6. Payment and the call board

You pay at checkout through Stripe. Contacts are a one-time charge. If you add the call board, it is $100 a month on the same card, starting at checkout, and you can cancel it at any time with 30 days' written notice to roy@salesboostllc.com; a month already started is not refunded. Prices exclude any tax that applies.

7. Your use of the list

The list is **yours to keep**: you receive a permanent, non-exclusive licence to use it for your own business marketing. You may not resell, publish or redistribute it, or use it to build a data product. When you email or call the people on it, you follow the CAN-SPAM Act and other applicable law, honour every unsubscribe, and screen phone numbers against the Do Not Call registry before calling. If we tell you a person has asked to be removed, you remove them.

8. What we do not promise

We promise the contacts and everything in sections 3 to 5. We do not promise any particular rate of opens, replies, meetings or sales: mailbox providers decide what reaches an inbox, and your offer decides what happens next. The contacts are compiled from public sources and tested before delivery, and people change jobs, so a record that was right on delivery can go out of date.

9. Liability

The limitation of liability in our Terms of Service applies to this order, except that it never reduces the refunds promised in sections 4 and 5.

10. Our other terms

Our Terms of Service and privacy policy also apply. Where they differ from this agreement, this agreement wins. The version of this agreement in force on the day you paid is the one that applies to your order. Any change to your order must be agreed in writing, and email is enough.

11. Governing law

This agreement is governed by the laws of the State of Wisconsin, without regard to its conflict of laws rules. The courts serving St. Croix County, Wisconsin have exclusive jurisdiction, and both parties consent to venue there.

12. Contact

Email

roy@salesboostllc.com

Post

GrainEdge LLC
d/b/a SalesBoost
Somerset, Wisconsin, United States