

LANDLORDSOURCE PRODUCTS FREQUENTLY ASKED QUESTIONS

1. **What comes with the purchase of the Products/System?**
 - Each product has 20+ pages of instructions and time-saving tips in addition to the basic documentation.
 - To find out the content on each product, choose a product page on the item menu on left above or click on a link to the right to see what is included with the product you are considering.
 - Two ways to order: purchase by download; or a printed Workbook + CD-ROM.
 - With any type of purchase, you receive all of the documentation on that product.

2. **Why use our Products/Systems?**
 - LandlordSource has completed the difficult "part" for you! You now do not have to start "from scratch," saving hours of time, and dollars on personnel/employee time.
 - Then, when a change is needed (and they are always occurring), they can be updated easily
 - The instructions and tips in the Workbook assist in customizing the documents to your business quickly and efficiently.

3. **How can I find out what documentation is contained in the Products/Systems?**
 - On each product page, you will find a link to details on the product. There are outlines, lists, and other important information.

4. **Who created the Products/Systems?**
 - The documents are written by Real Estate/Property Management professionals with over 25 years of experience in daily Property Management and over 35 years in Real Estate Sales, office management, and maintenance.

5. **What about my city, county, state, and federal laws?**
 - Purchasers of LandlordSource Products are responsible for converting and using the documents to conform to the laws that govern their business.
 - LandlordSource gives permission to the purchaser to alter the material to meet their city, local, state laws, and company procedures, but the purchaser cannot distribute them to other parties or companies.
 - LandlordSource does not guarantee the products to comply with the purchaser's company policies, local and state laws.
 - LandlordSource does not, in any way, recommend any price-fixing of fees or monies. Any references to fees are examples only.
 - LandlordSource strongly recommends that the purchaser consult their attorney for any documents they use and/or those they purchase.

Frequently Asked Questions continued

6. **How do the Product/Systems compliment each other?**
 - First, there is a continuity throughout all the Products/Systems
 - Second, they are interactive. For example, the Property Management Policy & Procedures references the Forms, Letters & Agreements; the Employee Manual references the Policy & Procedures Manual.
 - This interactive documentation supports Fair Housing and important Property Management issues.

7. **How do I find out the pricing of the Products/Systems?**
 - Go to [Pricing](#) - there are two formats to order - Downloads or Workbooks w/CD-ROMs

8. **How do I pay for the Products/Systems?**
 - You can use the convenience and security of *PayPal* when ordering from our website.
 - For phone orders, call (866) 383-4841, and use your VISA, MasterCard, or American Express card.

9. **What are the return policies?**
 - We will not return funds for Products/Systems already shipped to the purchaser because of the electronic which can be immediately copied.
 - However, we will replace all defective items.

10. **What if a CD-ROM is lost?**
 - Lost CD-ROM disks can be replaced for the cost of \$14.00 (this is for replacement, shipping, and handling. If a disk is lost, call (866) 383-4841 with a credit card - VISA, MasterCard, or American Express.

11. **What is there is a problem with the download?**
 - If you experience a problem with a download, email jstorms@landlordsource.com or call (866) 383-4841. We will work to see that you receive the product.

12. **What if I have more questions?**

Email jstorms@landlordsource.com
or call Jean Storms, MPM®, at (866) 383-4841