

DISPUTE 1 - CASE #1592980542

Dispute Chargeback Notice (Debit Advice)

Intuit Payments <qbo@intuit.com> Yesterday at 4:26 PM
To: Cassie Clayton

intuit QuickBooks.

You have a disputed payment

Hello Cassie Clayton,
One of your customers disputed a payment, so their card issuer reversed it. We know that disputes (also called chargebacks) can be painful. That's why we're here to help.

What you need to know

- Case number: 1592980542
- Respond By: 02/08/2023
- Dispute date: 01/10/2023
- Dispute amount: 797.5
- Dispute reason: Not As Described
- Transaction date: 12/27/2022
- Transaction amount: 797.50
- Cardholder number: 524630*****9259

We're required to debit the transaction amount from your bank account or from any funds we have on hold (plus a fee). But the cardholder got a credit, so you don't need to issue a refund.

***If this is your 2nd notice - we will not debit your bank account again, however, we will need some additional information to challenge the dispute as your prior response was either incomplete or illegible.*

What you need to do
To accept the dispute:
There's nothing you need to do. But you'll no longer have the

January

S	M	T	W	T	F	S
15	16	17	18	19	20	21
22	23	24	25	26	27	28

9:00 AM 30 min Mary Ellen Dorey
<https://us02web.zoom.us/j/88...>

11:30 AM 1 hr Travel

12:00 PM 1 hr Online Connections thru Conversation...

12:30 PM 1 hr, 30 min Working lunch
Tara, Cassie & Sheri
Main Street Bistro & Bakery

2:00 PM 1 hr Travel

Tomorrow - Thursday, January 19, 2023

10:30 AM 1 hr, 30 min Connections Over
Coffee: 2nd Frida...

3:00 PM 15 min H el ene Bertrand:
15 Minute Websit...

4:00 PM 15 min Bernette Jones: 15
Minute Website A...

CONFIRMATION OF MY RESPONSE

Dispute Chargeback Rebuttal Acknowledgement Notice

qbo <qbo@intuit.com> Monday, January 23, 2023 at 3:41 PM
To: Cassie Clayton

intuit QuickBooks.

Hello Cassie Clayton,
Thanks for responding to the notification about the dispute (also called a chargeback) for the following transaction:

- Case number: 1592980542
- Dispute date: 01/10/2023
- Dispute amount: \$797.50
- Dispute reason: Not As Described
- Transaction date: 12/27/2022
- Transaction amount: \$797.50
- Cardholder number: 524630*****9259

We sent your response to the card issuer. We'll keep you posted on the outcome of the dispute. It can take up to 50 days, so don't worry if you don't hear back from us right away.

Thanks,
The QuickBooks Payments Team

Merchant account: 5247719916160618
Business name: Stargazers Unite LLC
Case number: 1592980542

March

S	M	T	W	T	F	S
5	6	7	8	9	10	11
12	13	14	15	16	17	18

6:00 PM 1 hr, 45 min Virtual Tea & Tarot

8:30 PM 1 hr New Event

Tomorrow - Tuesday, March 7, 2023

11:00 AM 1 hr, 15 min WPN Gold & Platinum Member...
<https://zoom.us/j/9604311277> | Passcode...

6:00 PM 1 hr, 30 min Networking Event

6:00 PM 1 hr, 15 min WPN Gold & Platinum Member...
<https://zoom.us/j/9604311277> | Passcode...

Wednesday, March 8, 2023

5:00 PM 1 hr VIRTUAL INTERNATIONAL...
<https://lu.ma/join/g-WBAGMyS8T2IMS3L>

Thursday, March 9, 2023


7:00 PM 1 hr Colby Rebel Show

Friday, March 10, 2023

DISPUTE 2 - CASE #1592980543

Dispute Chargeback Notice (Debit Advice) Today at 11:34 AM

IP Intuit Payments <qbo@intuit.com>
To: Cassie Clayton



⚠ You have a disputed payment

Hello Cassie Clayton,
One of your customers disputed a payment, so their card issuer reversed it. We know that disputes (also called chargebacks) can be painful. That's why we're here to help.

What you need to know

- Case number: 1592980543
- Respond By: 02/13/2023

- Dispute date: 01/10/2023
- Dispute amount: 797.5
- Dispute reason: Not As Described

- Transaction date: 01/02/2023
- Transaction amount: 797.50
- Cardholder number: 524630*****9259

We're required to debit the transaction amount from your bank account or from any funds we have on hold (plus a fee). But the cardholder got a credit, so you don't need to issue a refund.

***If this is your 2nd notice - we will not debit your bank account again, however, we will need some additional information to challenge the dispute as your prior response was either incomplete or illegible.*

What you need to do
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January + ...

S	M	T	W	T	F	S
15	16	17	18	19	20	21
22	23	24	25	26	27	28

9:00 AM Mary Ellen Dorey
30 min <https://us02web.zoom.us/j/88...>

11:30 AM Travel
1 hr

12:00 PM Online Connections thru Conversation...
1 hr

12:30 PM Working lunch
1 hr, 30 min Tara, Cassie & Sheri
Main Street Bistro & Bakery

2:00 PM Travel
1 hr

Tomorrow - Thursday, January 19, 2023

10:30 AM Connections Over Coffee: 2nd Frida...
1 hr, 30 min


3:00 PM Hélène Bertrand: 15 Minute Websit...
15 min

4:00 PM [Screenshot]
15 min

CONFIRMATION OF MY RESPONSE

Dispute Chargeback Rebuttal Acknowledgement Notice Today at 10:02 AM

Q qbo <qbo@intuit.com>
To: Cassie Clayton



Hello Cassie Clayton,
Thanks for responding to the notification about the dispute (also called a chargeback) for the following transaction:

- Case number: 1592980543

- Dispute date: 01/10/2023
- Dispute amount: \$797.50
- Dispute reason: Not As Described

- Transaction date: 01/02/2023
- Transaction amount: \$797.50
- Cardholder number: 524630*****9259

We sent your response to the card issuer. We'll keep you posted on the outcome of the dispute. It can take up to 50 days, so don't worry if you don't hear back from us right away.

Thanks,
The QuickBooks Payments Team

Merchant account: 5247719916160618
Business name: Stargazers Unite LLC
Case number: 1592980543

This message was sent to cassie@stargazersunite.com, as an Intuit customer, consistent with your email preferences. If you have chosen not to receive marketing messages, you will continue to receive business communication about your selected Intuit products, which may either affect your service or software, your account, or which may be legally required. If you receive a suspicious email, please report it by forwarding the email to sp@intuit.com.

Security | Privacy Statement

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January + ...

S	M	T	W	T	F	S
15	16	17	18	19	20	21
22	23	24	25	26	27	28

2:00 PM Brittany Grammisch: Olien...
30 min

Tomorrow - Saturday, January 21, 2023

No Events

Sunday, January 22, 2023

No Events

Monday, January 23, 2023

No Events

Tuesday, January 24, 2023

3:30 PM Carolyn Davis: 15 Minute Website A...
15 min

4:00 PM Mechelle McDonald: 15 Min...
15 min

Wednesday, January 25, 2023

All Day Pet Sitting - Steve & Ly...

2:00 PM NCP - Collaboration Circle
1 hr <https://intconconsulting.net/CC...>

7:00 PM Metaphysical Happy Hour with...
1 hr https://streamyard.com/?utm_medium=7

Thursday, January 26, 2023

All Day Pet Sitting - Steve & Ly...

7:00 PM Colby Rebel Show
1 hr

Resolution Center

Have questions? Give us a call: 1-800-444-8848

- Case #1592980543**
 In progress
 Last updated: March 2, 2023 12:12 PM CST
[View details](#)
- Case #1592980542**
 In progress
 Last updated: January 23, 2023 3:41 PM CST
[View details](#)
- Case #1593974427**
 Review complete
 Last updated: January 26, 2023 5:14 PM CST
[See details](#)
- Case #1588856540**
 Review complete
 Last updated: October 5, 2022 8:34 AM CST
[See details](#)

Case Details

Have questions? Give us a call: 1-800-444-8848

Case #1592980542

Status last updated: January 23, 2023 3:41 PM CST

Changeback received
Info Requested
Under review by Intuit
Review complete

Changeback received: January 11, 2023 7:48 AM CST
 Info Requested: January 21, 2023 3:41 PM CST

Transaction date: December 27, 2022
 Transaction amount: \$792.5
 Cardholder number ending in: 9259
 Dispute reason provided: Not As Described

[Provide Feedback](#)

Case Details

Have questions? Give us a call: 1-800-444-8848

Case #1592980543

Status last updated: March 2, 2023 12:12 PM CST

Changeback received
Info Requested
Under review by Intuit
Review complete

Changeback received: January 11, 2023 7:48 AM CST
 Info Requested: March 2, 2023 12:12 PM CST

Transaction date: January 2, 2023
 Transaction amount: \$792.5
 Cardholder number ending in: 9259
 Dispute reason provided: Not As Described

[Provide Feedback](#)

Case Status: CB RTM			
Case Status Activity Date:	01/11/2023		
Assigned To (Merchant):			
Recommended Action:			
Seq Number 617358867		Case 344427447	
Reason Code 53		Reason Code Description NOT AS DESCRIBED OR DEFECTIVE	
		Initiated CB	
		Amt(Settlement) 797.50	
CB Amount (Presentment)	797.50	CB Amount (Settlement)	797.50
Currency (Presentment)	USD	Currency (Settlement)	USD
Country Code		Endpoint Code MCI	
Sale or Refund (S/R)	S	Split CB	
Due Date	02/18/2023	Original Transaction Date	
Initiated Date	01/10/2023	Chargeback Received Date	
Company Name	Intuit Payment Solutions, LLC	Company # 207048	
BU Name	IPS - Micro Merchants	BU # 496226	
TD Name	IPS - Micro Merchants	TD # 219040	
Alternate Payments Tran ID		Alternate ID	
Account #		Merchant Order # ARAWWP8B	
MOP		Acquirers Reference # 55432862361204203935024	
Auth Date	MC	Auth Response Code	
AVS Response	12/27/2022 12:00:00 AM	Pos Entry Mode 01	
Issuer Docs Required ?	Z	Representment Rights?	
	Y	PDE Status Change Date	
PDE Status	Returned To Member	MCC 7372	
CB Cycle		Batch #	
Terminal ID	1		
Shipping Carrier		Tracking #	
Dealer #			
Invoice #		Queue	

DISPUTE 1 - PAGE 1 OF 4
CASE #1592980542

**Dispute Resolution Form—
Cardholder Dispute Chargeback**



Transaction Information:

Acquirer's Reference Data or Switch Serial Number: 55432862361204203935024
Merchant Name: IN *STARGAZERS UNITE L, DALLAS, TX Transaction or Settlement Date: 12/27/2022
Transaction Amount: \$797.50 Disputed Amount: \$797.50

Type of Cardholder Dispute (check one):

- Goods or services were not as described or defective, includes shipped merchandise received damaged or not suitable for its intended purpose or merchant didn't honor the terms and conditions of a contract.
Delivery date of the goods or services: _____
- Goods or services were not provided
Expected delivery date of the goods or services: 12/28/2022
- Digital goods were purchased totaling USD 25.00 or less and did not have adequate purchase controls
- Credit not processed
Return or cancellation date: _____
- Counterfeit goods alleged to be authentic were purchased
- Recurring transaction cancelled prior to billing
Cancellation date: _____
- Recurring agreement was not properly disclosed
- Addendum dispute
- "No-Show" hotel charge was billed
- Purchase transaction did not complete
- Timeshare agreement or similar service provision was cancelled within Mastercard time frame
- Credit posted as a purchase
- Failed Travel Merchant – Intra-EEA and Domestic European Transactions Only

Cardholder Participation:

Did the cardholder participate in the transaction? Yes No

DISPUTE 1 - PAGE 2 OF 4
CASE #1592980542

**Dispute Resolution Form—
Cardholder Dispute Chargeback**



Dispute Details:

Describe the cardholder's complaint in sufficient detail to meet the requirements for the chargeback as described in the *Chargeback Guide* and to enable all parties to understand the dispute:

What was not received? Service
Please provide a detailed description of what was purchased and an explanation of the dispute. Client purchased a web design service, and the reason for the dispute is: Website was never created, merchant received payment and then cut off all contact with the client.
Do you know when the service was last expected to be performed? Yes
When was the service last expected to be performed? 12/28/2022
Was a different date originally communicated to you? No
Were you issued a credit voucher instead of a refund? No
Has it been confirmed that the merchant will not provide the merchandise/services? (ie. Merchant is no longer in business) Yes
Please explain. Merchant contacted client and was very aggressive with the client, during that phone call the merchant determined the website was "complete", as well as emailed client the same verbiage. After those contacts, the merchant made technical changes and the "website" was taken down and completely halted business for the client.
Is the dispute regarding delayed delivery? No
Is the dispute regarding an interruption of an ongoing service? Yes
When did the interruption of the service occur? 1/2/2023
Did you attempt to resolve with the merchant? Yes
Please explain: Client has been trying to contact the merchant by text, call, email and the merchant is not responding whatsoever.

DISPUTE 1 - PAGE 3 OF 4
CASE #1592980542

**Dispute Resolution Form
Cardholder Dispute Chargeback**



Mastercard will determine whether this information contains sufficient detail.

"The issuer certifies that it complies with Mastercard Bylaws, Rules, policies and operating regulations and procedures of Mastercard (the "Standards"), written agreements and privacy laws and regulations applying to the protection of personal data. The issuer agrees that the personal data collected may be used according to Mastercard Standards and Mastercard's Global Privacy Notice on <http://www.mastercard.us/privacy/>. I certify that the facts were obtained from my discussion with the cardholder or the company/government agency representative on behalf of the corporate/government card cardholder and that the facts are accurate to the best of my knowledge."

Agent(System-Queue-ServiceLevel.ProcessEvent)

01/06/2023

Customer Service/Chargeback Representative

Date

DISPUTE 1 - PAGE 4 OF 4
CASE #1592980542

MERCHANT EXPLANATION DISPUTE 1 - STARGAZERS UNITE

First off I would like to point out that in the documentation that LeAnn Hilgers sent to dispute this charge she makes two different claims that are contradicting. The first claim that she makes is that the website she paid me for was never created, then goes on to state that I did create the website, but that I then took the website down. Seeing that both statements cannot be true, I would question which LeAnn is attempting to accuse me of?

The website in question is: motivatingradio.com

Even though the contract allows for 30 days to complete the site, it was completed within a week and has been up ever since.

On 12/27/22 LeAnn Hilgers signed a contract where both parties agreed upon the scope of work and payment.

Below I have noted the items agreed upon and how these items were fulfilled:

1. Single Landing Page or Up to 5 Pages – The website currently has 5 pages as follows: Home, About, Listen, Services, & Contact
2. WordPress Theme – it was built on WordPress with a Divi Theme
3. Contact Form – The contact form is located on the page named: Contact Us and is directed to send messages to info@motivationradio.com
4. Appointment Scheduler (if Needed) - no scheduler information was provided by the client
5. Mobile Design – I have gone through the website to ensure all the links are working as they should and that it shows up properly on all devices.

I already issues with both LeAnn and Shad, LeAnn's business partner, two days into the of beginning this project. Throughout the week of working with Motivating Radio there were several breeches in the contract. Mostly regarding the Zero Tolerance Policy.

Outlined Below:

Stargazers Unite has a ZERO TOLERANCE policy for hate speech, hostile behavior, and harassment. If at any point during the process of developing your project a behavior escalates in this manner, work will IMMEDIATELY CEASE. Work will be considered complete, and NO REFUND will be issued.

The final breach in contract which is outlined below:

Page 1 of 2: WEBSITE TERMS AND CONDITIONS Line 10:

10. All Website Packages must be paid in full and the Website Maintenance Package Payment begun before the website goes live.

Page 2 of 2: WEBSITE DESIGN PROCESS Line 13:

13. Final website payment is due upon approval of the final website. Without complete payment (including any extra charges), the site will not go live onto your domain.

After an extensive conversation with LeAnn, the client, on the morning of Monday, January 2nd, the client stated that website was ready to go live. I explained the terms of the contract and that payment was due before the site went live.

LeAnn said she needed to confirm with her team, then proceeded to go against the signed contract, made the site live by forwarding the domain name <http://www.motivatingradio.com> to the website I created for them. This action made the site useable to them without them fulfilling their part of the contract and just their word that they would do so.

LeAnn then sent me a list of edits that changed the scope of work that was originally agreed upon and stated that payment would only be made after I confirmed that all edits could be done. At that point I sent an email back stating the breach of contract, and that the rest of payment is due before I would continue work. I also made a phone call to LeAnn Hilgers stating the same.

After final payment was made by LeAnn Hilgers on Monday, January 2nd, I made the remaining edits that were within the scope of work that was originally agreed upon and paid for. I then sent a detailed email outlining any notes I had for them and concluded my work with them.

The morning of January 3rd, LeAnn Hilgers emailed me that the website was down, I was able to confirm that LeAnn Hilgers was attempting to go to www.motivatingworld.com instead of [motivatingradio.com](http://www.motivatingradio.com) which is why she was unable to initially bring the website up.

On January 3rd at 12:22pm I received a confirmation email from GoDaddy that I had been removed from their account, which is acknowledgement from the LeAnn Hilgers that she was in agreement that our work together had been completed.

Regardless, LeAnn Hilgers and her business partner have continued to reach out and harass me.

LeAnn and her business partner have made threats to sue and bill 10k a day because they say they do not have a site that is working. LeAnn Hilgers is also claiming that work with her clients stopped because of issues with the website, however not only has the website remained up, Motivating Radio is a company that did not even exist before June 9th, 2022. Motivating Radio also has no followers on their Facebook Feed and only 11 followers on YouTube. For a company that is set up to gain its clients largely through by being able to promise their clients optimal reach with their shows, this would be a very large red flag to any potential client of theirs.

In the documents I have provided The Signed Contract, Invoices, Screenshots of LeAnn Hilgers Original Website, Screenshots of all of 5 Pages of the New Website built by me-Stargazers Unite, Screenshots of 3 different website browsers that the website is working on, Screenshots of the Website working on Mobile Device, Website Reports that show in detail that the website is working across all platforms, Email communication with the client regarding a breach in contract and where client was looking for the website at the wrong domain address after site was live.

I would love nothing more than to put my time working with LeAnn Hilgers behind me, but after a quick google search and seeing the documentation of 3 prior court cases executed by LeAnn Hilgers since 2019 where the court has thrown out the cases due to LeAnn not providing enough information to sustain her cases, I don't see that happening. I believe that LeAnn Hilgers has a blatant history of paying for services and then filing fraudulent chargebacks or taking people to court just so she doesn't have to pay for services after they have been rendered.

Case Status: CB RTM			
Case Status Activity Date:	01/11/2023		
Assigned To (Merchant):			
Recommended Action:			
Seq Number 617358868		Case 344427449	
Reason Code 53		Reason Code Description NOT AS DESCRIBED OR DEFECTIVE	
		Initiated CB	
		Amt(Settlement) 797.50	
CB Amount (Presentment)	797.50	CB Amount (Settlement)	797.50
Currency (Presentment)	USD	Currency (Settlement)	USD
Country Code		Endpoint Code MCI	
Sale or Refund (S/R)	S	Split CB	
Due Date	02/18/2023	Original Transaction Date	
Initiated Date	01/10/2023	Chargeback Received Date	
Company Name	Intuit Payment Solutions, LLC	Company # 207048	
BU Name	IPS - Micro Merchants	BU # 496226	
TD Name	IPS - Micro Merchants	TD # 219040	
Alternate Payments Tran ID		Alternate ID	
Account #		Merchant Order # ARBMIHGT	
MOP		Acquirers Reference # 55432863003206120814101	
Auth Date	MC	Auth Response Code	
AVS Response	01/02/2023 12:00:00 AM	Pos Entry Mode 01	
Issuer Docs Required ?	Z	Representment Rights?	
PDE Status	Y	PDE Status Change Date	
CB Cycle	Returned To Member	MCC 7372	
Terminal ID	1	Batch #	
Shipping Carrier		Tracking #	
Dealer #			
Invoice #		Queue	

DISPUTE 2 - PAGE 1 OF 4
CASE #1592980543

**Dispute Resolution Form—
Cardholder Dispute Chargeback**



Transaction Information:

Acquirer's Reference Data or Switch Serial Number: 55432863003206120814101
Merchant Name: IN *STARGAZERS UNITE L, DALLAS, TX Transaction or Settlement Date: 01/02/2023
Transaction Amount: \$797.50 Disputed Amount: \$797.50

Type of Cardholder Dispute (check one):

- Goods or services were not as described or defective, includes shipped merchandise received damaged or not suitable for its intended purpose or merchant didn't honor the terms and conditions of a contract.
Delivery date of the goods or services: _____
- Goods or services were not provided
Expected delivery date of the goods or services: 12/28/2022
- Digital goods were purchased totaling USD 25.00 or less and did not have adequate purchase controls
- Credit not processed
Return or cancellation date: _____
- Counterfeit goods alleged to be authentic were purchased
- Recurring transaction cancelled prior to billing
Cancellation date: _____
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- Timeshare agreement or similar service provision was cancelled within Mastercard time frame
- Credit posted as a purchase
- Failed Travel Merchant – Intra-EEA and Domestic European Transactions Only

Cardholder Participation:

Did the cardholder participate in the transaction? Yes No

DISPUTE 2 - PAGE 2 OF 4
CASE #1592980543

**Dispute Resolution Form—
Cardholder Dispute Chargeback**



Dispute Details:

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Is the dispute regarding delayed delivery? No
Is the dispute regarding an interruption of an ongoing service? Yes
When did the interruption of the service occur? 1/2/2023
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Please explain: Client has been trying to contact the merchant by text, call, email and the merchant is not responding whatsoever.

DISPUTE 2 - PAGE 3 OF 4
CASE #1592980543

**Dispute Resolution Form
Cardholder Dispute Chargeback**



Mastercard will determine whether this information contains sufficient detail.

"The issuer certifies that it complies with Mastercard Bylaws, Rules, policies and operating regulations and procedures of Mastercard (the "Standards"), written agreements and privacy laws and regulations applying to the protection of personal data. The issuer agrees that the personal data collected may be used according to Mastercard Standards and Mastercard's Global Privacy Notice on <http://www.mastercard.us/privacy/>. I certify that the facts were obtained from my discussion with the cardholder or the company/government agency representative on behalf of the corporate/government card cardholder and that the facts are accurate to the best of my knowledge."

Agent(System-Queue-ServiceLevel.ProcessEvent)

01/06/2023

Customer Service/Chargeback Representative

Date

DISPUTE 2 - PAGE 4 OF 4
CASE #1592980543

MERCHANT EXPLANATION DISPUTE 2 - STARGAZERS UNITE

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I already issues with both LeAnn and Shad, LeAnn's business partner, two days into the of beginning this project. Throughout the week of working with Motivating Radio there were several breeches in the contract. Mostly regarding the Zero Tolerance Policy.

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Regardless, LeAnn Hilgers and her business partner have continued to reach out and harass me.

LeAnn and her business partner have made threats to sue and bill 10k a day because they say they do not have a site that is working. LeAnn Hilgers is also claiming that work with her clients stopped because of issues with the website, however not only has the website remained up, Motivating Radio is a company that did not even exist before June 9th, 2022. Motivating Radio also has no followers on their Facebook Feed and only 11 followers on YouTube. For a company that is set up to gain its clients largely through by being able to promise their clients optimal reach with their shows, this would be a very large red flag to any potential client of theirs.

In the documents I have provided The Signed Contract, Invoices, Screenshots of LeAnn Hilgers Original Website, Screenshots of all of 5 Pages of the New Website built by me-Stargazers Unite, Screenshots of 3 different website browsers that the website is working on, Screenshots of the Website working on Mobile Device, Website Reports that show in detail that the website is working across all platforms, Email communication with the client regarding a breach in contract and where client was looking for the website at the wrong domain address after site was live.

I would love nothing more than to put my time working with LeAnn Hilgers behind me, but after a quick google search and seeing the documentation of 3 prior court cases executed by LeAnn Hilgers since 2019 where the court has thrown out the cases due to LeAnn not providing enough information to sustain her cases, I don't see that happening. I believe that LeAnn Hilgers has a blatant history of paying for services and then filing fraudulent chargebacks or taking people to court just so she doesn't have to pay for services after they have been rendered.



STARGAZERS UNITE NEW MOON WEBSITE DESIGN CONTRACT

STARGAZERS UNITE LLC

7770 MEADOW RD #106
DALLAS, TX 75230

LeAnn Hilgers
Motivating Radio
leann@motivatingradio.com

KINDLY FILL OUT, INITIAL AND SIGN IN THE APPROPRIATE FEILDS BELOW.

This agreement is being made between LeAnn Hilgers - Motivating Radio ("Client") and Stargazers Unite LLC on 12/27/2022.

After discussing with the client, Stargazers Unite will fill out the selections below. The client will then review, initial and sign in the appropriate places and in doing so, agreeing to the prices listed as well as the terms and agreements for the New Moon Website Design Package.

Signature: *Cassie Clayton*
Date Signed: 12/27/2022
(Cassie Clayton - Stargazers Unite)

Signature: *LeAnn Hilgers*
Date Signed: _____
(Client)

NEW MOON WEBSITE DESIGN PACKAGE

Single Landing Page or Up to 5 Pages

Suggested Pages: Home, About, Contact, Services, Connect

WordPress Theme, Contact Form

Appointment Scheduler

Mobile Design

SIGNED CONTRACT

The Client agrees to the payment of: \$1,595 for the above website package. The client understands that all website packages require The Shooting Star or Super Nova Maintenance Plan. The Client agrees that any additional Website Pages require an additional \$250 per page.

Signature: *Cassie Clayton*
Date Signed: 12/27/2022
(Cassie Clayton - Stargazers Unite)

Signature: *LeAnn Hilgers*
Date Signed: _____
(Client)

SIGNED CONTRACT



STARGAZERS UNITE WEBSITE TERMS & CONDITIONS

STARGAZERS UNITE LLC

7770 MEADOW RD #106
DALLAS, TX 75230

LeAnn Hilgers
Motivating Radio
leann@motivatingradio.com

KINDLY FILL OUT, INITIAL AND SIGN IN THE APPROPRIATE FEILDS BELOW.

This agreement is being made between LeAnn Hilgers - Motivating Radio ("Client") and Stargazers Unite LLC on 12/27/2022.

After discussing with the client, Stargazers Unite will fill out the selections below. The client will then review, initial and sign in the appropriate places and in doing so, agreeing to the prices listed as well as the terms and agreements for the Super Moon Website Design Package.

Signature: Cassie Clayton
Date Signed: 12/27/2022
(Cassie Clayton - Stargazers Unite)

Signature: LeAnn Hilgers
Date Signed: 12/27/2022
(Client)

WEBSITE TERMS AND CONDITIONS

1. You are responsible for domain & hosting. I only ask for permission as an administrator to be able to edit the website. Full control is maintained by the site owner.
2. Premiums Plugins are not included with the Purchase of Website or Maintenance Package. These will need to be purchased outside of the package and registered in your name and will be billed annually to your form of payment.
3. You are 100% responsible for the content of your website. This means all text, images, and video.
4. You must also own the copyright for the content. That means you cannot copy from another website nor "borrow" images from other websites.
5. Photos must be purchased from a stock images company or photographer or the pictures you took with your camera or cell phone.
6. Stargazers Unite does not take responsibility for copyright infringement. In case of a lawsuit, for use of an image or other content that you do not have the rights to, you will be the one liable for any legal consequences.
7. The goal of Stargazers Unite is to work with clients to have their websites up quickly and efficiently! Website builds exceeding six months will incur additional charges.
8. Website Packages Do Not Include Logo Design or Brand Development. However, Stargazers Unite does offer this service. Click Here to See Brand & Logo Design.
9. All websites are built with the Divi theme through WordPress and required a Maintenance Plan.
10. All Website Packages must be paid in full and the Website Maintenance Package Payment begun before the website goes live.

BY SIGNING BELOW THE CLIENTS AGREES THAT THEY HAVE READ AND UNDERSTOOD THE ABOVE STATED TERMS AND CONDITIONS.

Signature: LeAnn Hilgers Date Signed: 12/27/2022
(Client) (Client)

SIGNED CONTRACT



STARGAZERS UNITE DESIGN CONTRACT

WEBSITE DESIGN PROCESS

1. We meet for a project discovery call over zoom to understand the scope of the website project.
2. We agree upon the correct package for the client, and payment is made – either paid in full or start the payment plan.
3. All website content needs to be provided by email, or Dropbox.
4. Your input on your website is essential and welcomed. If you are needing help to learn tools that will be linked into your website, Media Consulting will be given at a discounted rate of \$150 per hour.
5. Within 20 days of receiving all content, a first draft will be presented to the client for review. Full Moon and & Super Moon Design Packages may require an additional 10 Days.
6. For websites that require a turnaround time less than 20 days, additional charges will apply. Please see VIP Plan.
7. Any changes that need to be made after the initial review will be done within two weeks.
8. Basic Image & On-Page SEO is included in the Website and your Google Analytics Account and Google Ads can be linked in to your website.
9. If you are needing additional Search Engine Optimization (SEO), Help with Google Ranking or Copywrite Services, Stargazers Unite works with reputable businesses that provide these services.
10. Our goal is to finish every project within 30 days of start date.
11. Projects that extend the 30 day period due to lack of client participation will need to be paid in full prior to completion.
12. Up to 3 Revisions for Website Included.
13. Final website payment is due upon approval of the final website. Without complete payment (including any extra charges), the site will not go live onto your domain.

BY SIGNING BELOW THE CLIENTS AGREES THAT THEY HAVE READ AND UNDERSTOOD THE ABOVE STATED TERMS AND CONDITIONS.

DocuSigned by:
Kellann Helgers
 Signature: _____ Date Signed: 12/27/2022
 B22CAA52C8CC4BA... (Client) (Client)

REFUND POLICY

All projects take time to set up, develop and have upfront expenses. Therefore, there are NO REFUNDS available once payment has been made.

IMPORTANT TO NOTE

Stargazers Unite has a ZERO TOLERANCE policy for hate speech, hostile behavior, and harassment. If at any point during the process of developing your project a behavior escalates in this manner, work will IMMEDIATELY CEASE. Work will be considered complete, and NO REFUND will be issued.

BY SIGNING BELOW THE CLIENTS AGREES THAT THEY HAVE READ AND UNDERSTOOD THE ABOVE STATED TERMS AND CONDITIONS.

DocuSigned by:
Kellann Helgers
 Signature: _____ Date Signed: 12/27/2022
 B22CAA52C8CC4BA... (Client) (Client)

INVOICE #1

INVOICE

Stargazers Unite LLC
7700 Meadow Rd Apt 106
Dallas, TX 75230

cassie@stargazersunite.co
m 214.909.9764



LeAnn Hilgers

Bill to

LeAnn Hilgers

Invoice details

Invoice no. : 1024
Invoice date : 12/26/22
Terms : Due on receipt
Due date : 12/26/22

Product or service	Amount
1. New Moon	0.5 units x \$1,595.00
Single Landing Page or Up to 5 Pages Suggested Pages: Home, About, Contact, Services, Let's Connect WordPress Theme Contact Form Appointment Scheduler Mobile Design	\$797.50
*All Website Packages Require: The Shooting Star or Super Nova Maintenance Plan	

Ways to pay



Note to customer

Hi LeAnn,
Looking forward to working with you on your website!

Thank you,
Cassie

Total	\$797.50
Payment	-\$797.50
Balance due	\$0.00

Paid in Full

CLIENT PAID 1ST HALF OF A 5 PAGE WEBSITE

INVOICE #2

INVOICE

Stargazers Unite LLC
7700 Meadow Rd Apt 106
Dallas, TX 75230

cassie@stargazersunite.com
214.909.9764



LeAnn Hilgers

Bill to

LeAnn Hilgers

Invoice details

Invoice no. : 1028
Invoice date : 1/2/23
Terms : Due on receipt
Due date : 1/2/23

Product or service	Amount
1. New Moon	0.5 units x \$1,595.00
Single Landing Page or Up to 5 Pages Home, About, Contact, Services, Let's Connect WordPress Theme Contact Form Appointment Scheduler Mobile Design	
*All Website Packages Require: The Shooting Star or Super Nova Maintenance Plan *Additional Pages \$177	

Ways to pay

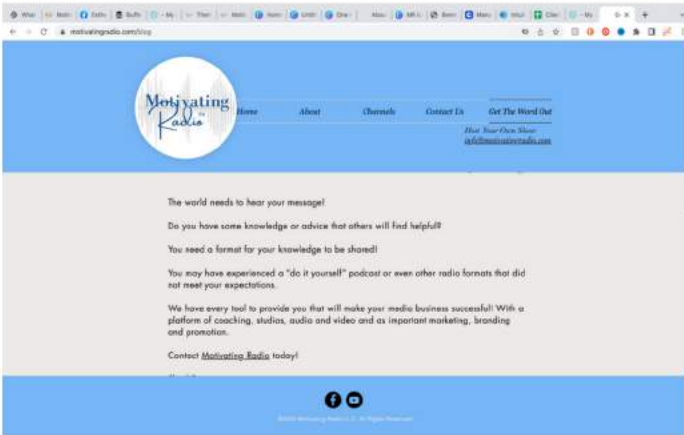
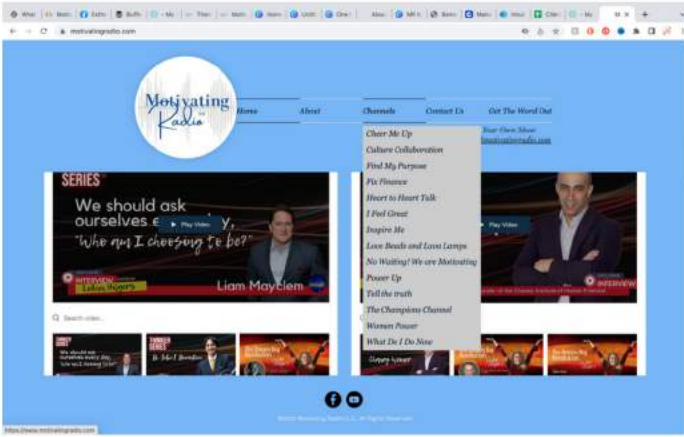


Total	\$797.50
Payment	-\$797.50
Balance due	\$0.00

Paid in Full

CLIENT PAID 2ND HALF OF A 5 PAGE WEBSITE

CLIENT'S ORIGINAL WEBSITE



CLIENT'S NEW WEBSITE: PAGE 1 - HOMEPAGE

Motivating Radio | Speak Your Voice

Not Secure | motivatingradio.com

Vibe Channels
CHANNELS: MENTAL HEALTH & WELLNESS, MOTIVATION, BUSINESS MONEY & FINANCE, THINKER SERIES, THE BIG DREAM REVOLUTION


Audio Channels
CHANNELS: MENTAL HEALTH & WELLNESS, MOTIVATION, BUSINESS MONEY & FINANCE, THINKER SERIES, THE BIG DREAM REVOLUTION

Speak Your Dreams to Life

LeAnn Hilgers always had a deep motivation to help, but her journey proved to inspire help for all individuals on a global scale. Through her studies and determination, she recognized a need for motivational communication. She shared her story and then listened to audiences throughout the world. She was discovered by media outlets and her top-rated shows and podcasts, the *Queen Be Revolution*™ and *Motivational Minute*™ reached audience sizes of more than 20 million listeners.

Through perseverance she developed and designed a unique program for both personal and business success.

LeAnn's journey to success deepened her desire to help individuals reach their goals. The goal she has fulfilled is helping others to develop the ability to share their stories, thoughts, advice, ideas and relationships - basically their ideals in regards to general life. From this goal, Motivating Radio™ was born.




LEANN HILGERS
CEO/CMO (Chief Motivating Officer)

We change lives
We share with you the best tools in the world to make your dreams come true.
The world needs to hear what you have to say!

We disrupt the status quo!
You have freedom of speech and freedom to discuss our society. We do not seek to offend anyone but we can be controversial, inspirational and uplifting - because only through contrast can we change the world for the better.


Make your voice heard!

We are media business launchers and we change the world!
People who need help, whether it is physical, mental, financial, business or people who need a coach to bring out the person they are and their full potential, you can help through your own individualized knowledge and experience - that's why we are here!
LeAnn endeavors to afford individuals with the same opportunities that she received and built upon. She can share with you - just like you want to share with others, your thoughts, feelings, ideas and the program you want to develop under your own name to make your footprint forever.
At Motivating Radio™ we recognize that the world needs to hear your stories and viewpoints. People need your advice and words of encouragement - now more than ever.
There are chances for empowerment in life. Your voice that needs to be heard! Motivating Radio™ is here to promote your voice and as with you, build a better world.



"At some point in every person's life, everyone has the opportunity to do more and be more than they ever thought was possible." - LeAnn Hilgers, CEO, CMO Motivating Radio™

Speak Your Dreams to Life
I am LeAnn Hilgers
Welcome to Motivating Radio!



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Facebook, Instagram, YouTube icons

CLIENT'S NEW WEBSITE: PAGE 2 - ABOUT

About | Motivating Radio

214-973-4067 info@motivatingradio.com

Home About Listen Services Contact Us

People Want To Hear That Everything Is Going to Be Ok.
At Motivating Radio, We do much more!
We Give People the Tools to Be Successful!

No One Would Help Us!

When Professor Hilgers first started in the media and speaking industry, there were no classes you could take and there was no one who could tell us how to launch our media business or a career in the media and speaking industry.

We can help you with:

- Create a Website
- Manage Social Media and Search Engine Optimization
- Use Your Voice
- Attract Attention to Your Product
- Brand Yourself and Your Business
- Structure and Produce a Great Show that People Want to Hear
- Speaking Professionally
- Market Products and Books
- Manage and Operate a Successful Media/Speaking Business
- Make a Profit

LEANN HILGERS
CEO/CMO (Chief Motivating Officer)

Professor Hilgers has acquired more than 20 years of experience in the media and speaking industry.

She has been a professor of entrepreneurship for more than 25 years - including 10 years at one of the top universities in the world, UC Berkeley. She has worked for the small business administration, advising small businesses. During the start of the covid pandemic, she raised more than 6.5 million dollars in working capital for local businesses and helped save countless businesses from bankruptcy. Over the years, she has guided the launch of thousands of successful businesses. Her business coaching services had a 3-month waiting list.

Professor Hilgers has Syndicated many shows on terrestrial radio, Television, online radio networks, and podcasts. She has used her professional speaking experience and successful speaking career to teach countless people how to speak professionally and operate a successful speaking business.

LeAnn Hilgers is the proud owner of Motivating Radio™. She is the CEO/CMO and works tirelessly to ensure the success of everyone involved with Motivating Radio™.

Anyone can sign up for a podcast but being successful and professional requires a unique and highly specific skill set, business acumen, and experience. We have an abundance of experience and expertise at Motivating Radio™, it is our mission to help you be successful! There is no need to struggle to get started. We can help!

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Facebook YouTube

CLIENT'S NEW WEBSITE: PAGE 3 - LISTEN

[Home](#) [About Listen](#) [Services](#) [Contact Us](#)

Video Channels:

CHAMPIONS

MENTAL HEALTH & WELLNESS

MOTIVATE ME!

BUSINESS MONEY & FINANCES

THINKER SERIES

THE BIG DREAM REVOLUTION

Radio Channels:

CHAMPIONS

MENTAL HEALTH & WELLNESS

MOTIVATE ME!

BUSINESS MONEY & FINANCES

THINKER SERIES

THE BIG DREAM REVOLUTION

Video Episodes:

- Law of Excellence
- Tips on Writing Goals
- Values and Priorities
- Dealing with Change
- Successful Divorce
- Make Your Dreams Unreasonable
- Power in Gratitude
- Serving Your Way to Success
- You Got the Guts to Succeed
- Cultural Love Songs with Ira Provost
- Other People's Money with Michael Lechter
- The Rumor Mill
- Three Feet From Gold with Sharon Lechter
- Wealthy Writers Wisdom with Mark Victor Hansen
- Start Dreaming Big
- Defining your Purpose and Goals
- Happy for No Reason with Marci Shimoff
- Good to Go
- Creating Your All-Star Comeback with Teresa Rodriguez-Williamson
- Change Your Life
- Overcoming Fear, Doubt & Worry
- Results Taking Action to Change Lives with Marianne Williamson
- The Truth About Self-Lying
- Getting Out of Your Own Way with Liam Moyclem
- The Diet Starts Tomorrow
- Prospering Through an Uncertain Economy
- Power of Choice with Rasmussen
- Wallowing
- Yes, You Are Oneing
- Relationships with Chaney Weiner
- Fair Exchange, with Dr. J.F. Demartini
- Succeeding When Life Sucks
- Create the Life That You Want with Mark Victor Hansen
- Dreams vs. Goals
- LaAnn's Story

Radio Episodes:

- Dealing with Change
- Values and Priorities
- Tips on Writing Goals
- Law of Excellence
- The Rumor Mill
- Other People's Money with Michael Lechter
- Successful Divorce
- Cultural Love Songs with Ira Provost
- You Got the Guts to Succeed
- Wealthy Writers Wisdom with Mark Victor Hansen
- Make Your Dreams Unreasonable
- Serving Your Way to Success
- Three Feet From Gold with Sharon Lechter
- Power in Gratitude
- Fair Exchange with Dr. Demartini
- Start Dreaming Big
- Defining Your Purpose and Goals
- Happy for No Reason with Marci Shimoff
- Good to Go
- Creating Your All-Star Comeback with Teresa Rodriguez-Williamson
- Change Your Life
- Overcoming Fear, Doubt, and Worry
- Results for Taking Action to Change Lives with Marianne Williamson
- The Truth About Self-Lying
- Getting Out of Your Own Way with Liam Moyclem
- Diet Starts Tomorrow
- Prospering Through an Uncertain Economy
- Power of Choice with Rasmussen
- Wallowing
- Secrets to Financial Success
- Succeeding When Life Sucks
- Create the Life That You Want with Mark Victor Hansen
- Dreams vs. Goals
- LaAnn's Story
- Soulmates with Chaney Weiner

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CLIENT'S NEW WEBSITE: PAGE 4 - SERVICES

Services | Motivating Radio x +
 Not Secure | motivatingradio.com/services/ 214-975-4067 info@motivatingradio.com f

Home About Listen Services Contact Us

Motivating Radio

Services

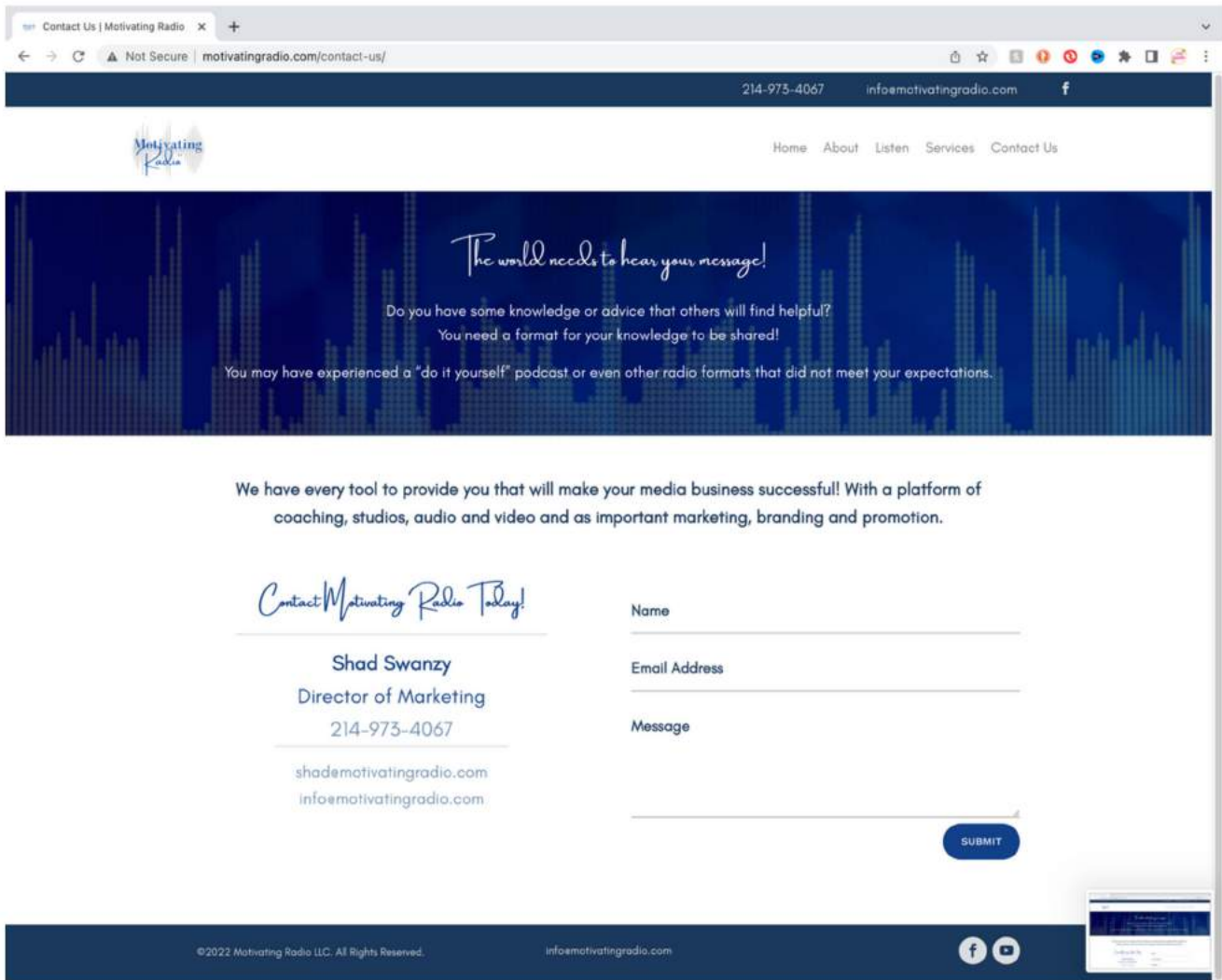
	COACHING PLUS	COACHING PREMIER	MEDIA STRATEGIES	MEDIA COMPLETE	RADIO BASICS
10 Episode Series	★	★	★	★	★
Sponsorship and Advertising	★	★	★	★	★
Guest Database	Expanded	Expanded	Expanded	Expanded	Selected
Guest Opportunity on Network Programs	Inclusion in Full Guest Database	Inclusion in Full Guest Database	Inclusion in Full Guest Database	Featured Expert Guest	Select Featured Shows
Recording, Editing and Podcast Syndication	Recording, Editing & Expanded Podcast Syndication to Additional Sites	Recording, Editing & Expanded Podcast Syndication to Additional Sites	Recording, Editing & Expanded Podcast Syndication to Additional Sites	Recording, Editing & Basic Podcast Syndication to Top Sites	Editing and Basic Podcast Syndication to Top Sites
Graphics and Branding	Customized Show Graphics and Branding	Customized Show Graphics and Branding	Customized Show Graphics and Branding	Standard Network Show Graphics	
Professional Voice for Show Elements	★	★	★	★	
Blog Posting	Weekly	Weekly	Weekly	Monthly	
Weekly Social Media Posting	★	★	★		
Online Marketing with Links	★	★	★		
Extra Promotion on Network Podcast	★	★	★		
Personal Webpage on Network Site	★	★	★		
Press Release	★	★	★		
Dedicated Promotions Service Team	★	★	★		
Priority Access to Sponsored Events	★	★	★		
Marketing Collateral	★	★	★		
Complete Media Business Coaching*	★	★			
Terrestrial Media Syndication	★				
Virtual Assistant at up to 10 Hours Weekly**	★				

*Complete Media Business Coaching Includes 10 Sessions, a Written Plan for Success, Follow Up

**Virtual Assistant @ 10 Hours Weekly for Assistance with Radio Show, scheduling, and administrative duties.

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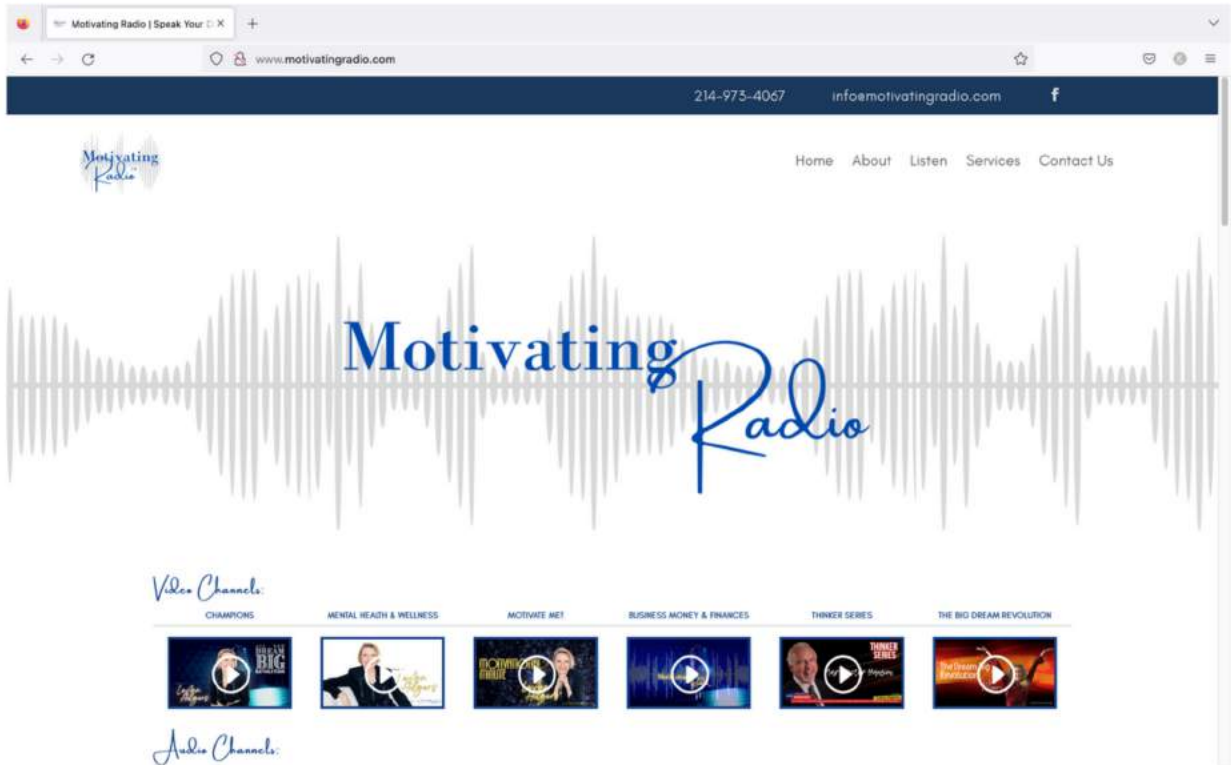
CLEINT'S NEW WEBSITE: PAGE 5 - CONTACT



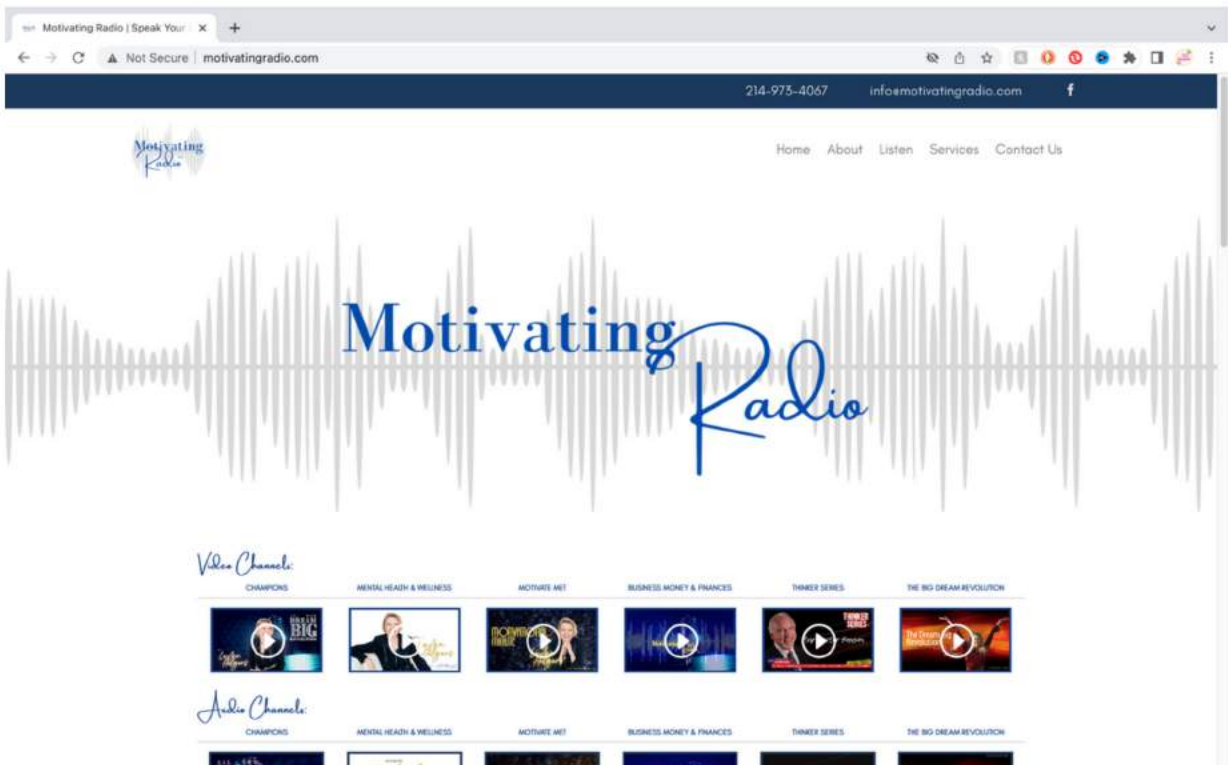
WEBSITE WAS CHECKED ON 3
DIFFERENT BROWSES + MOBILE

SEE PAGES 9-11

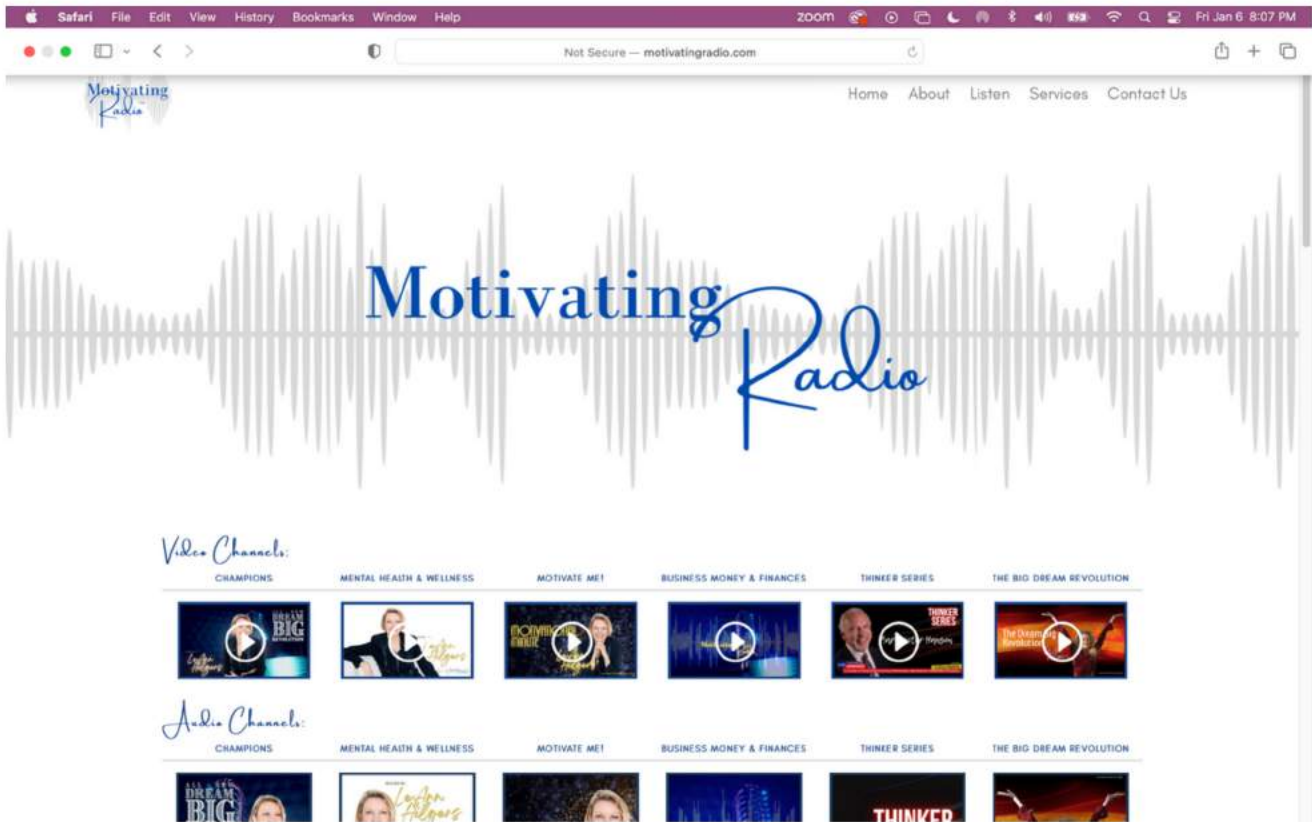
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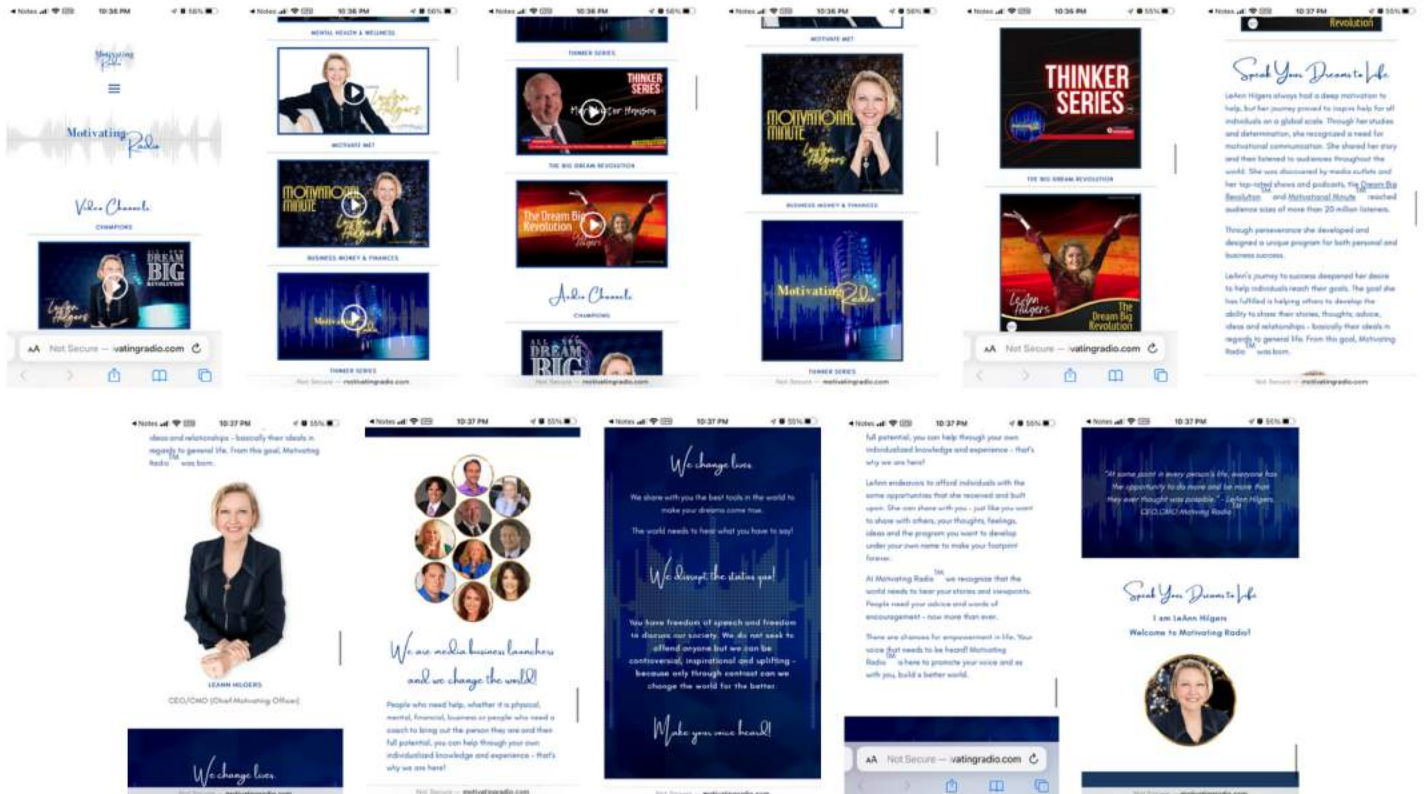
BROWSER: GOOGLE CHROME



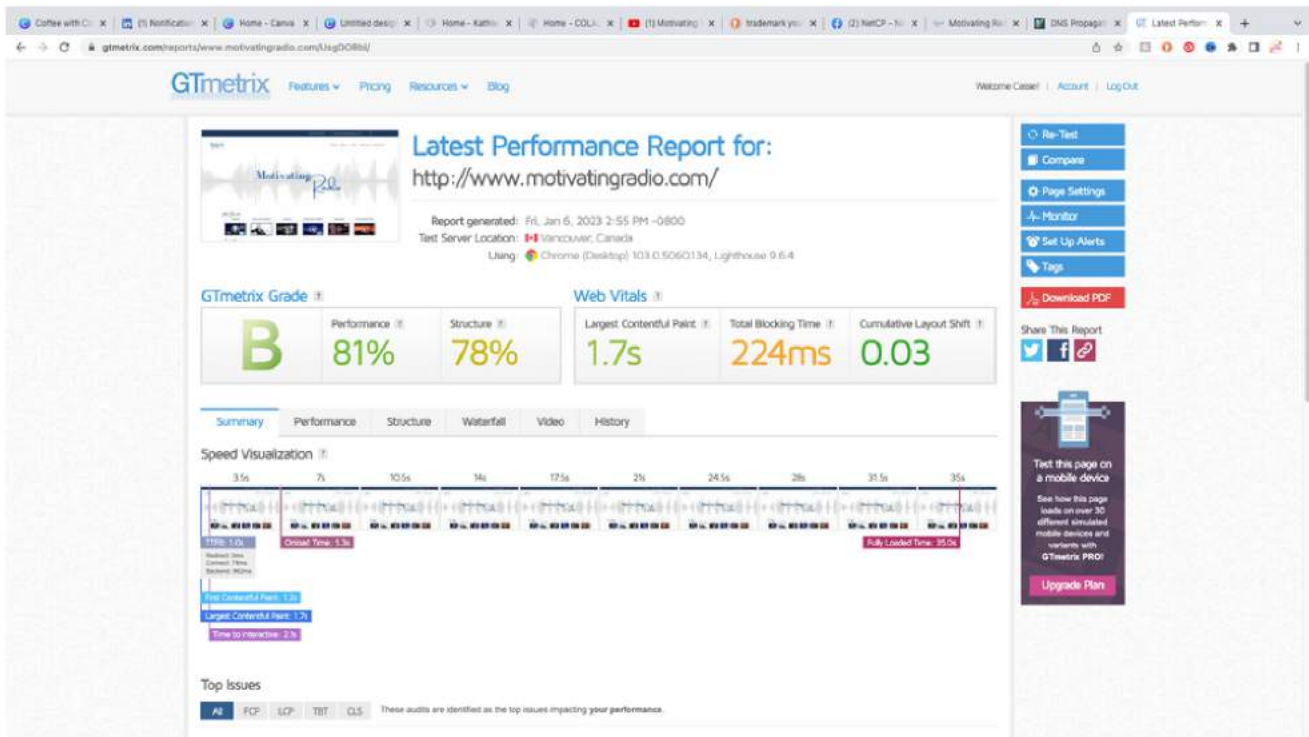
BROWSER: SAFARI



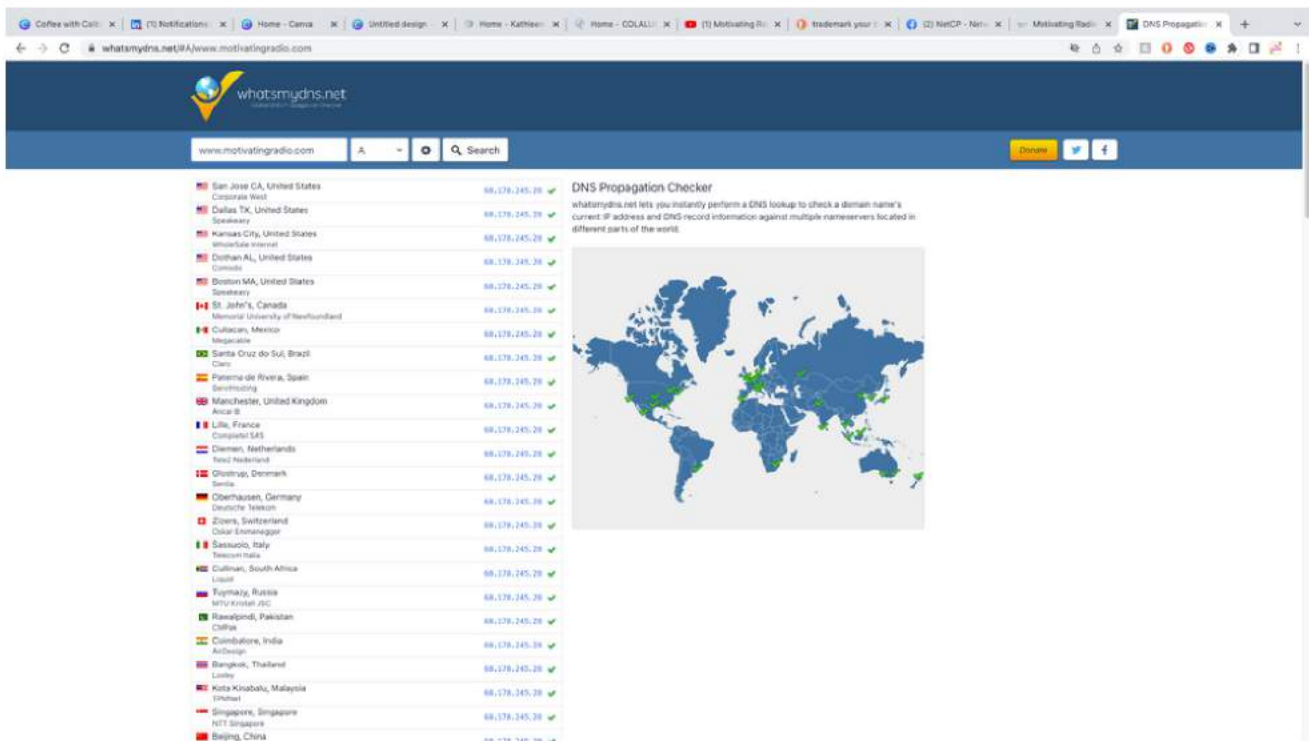
WEBSITE ON MOBILE



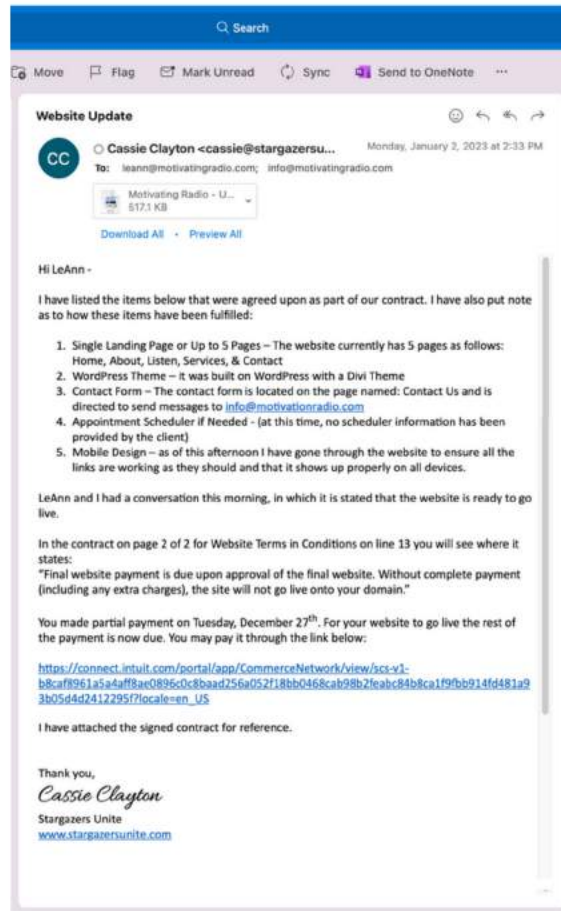
WEBSITE REPORT: GTMETRIX



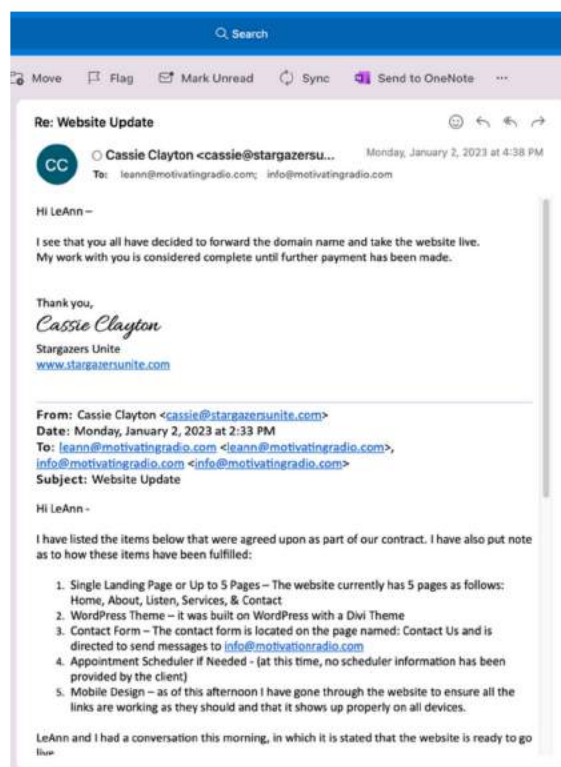
WEBSITE REPORT: WHATSMYDNS.NET



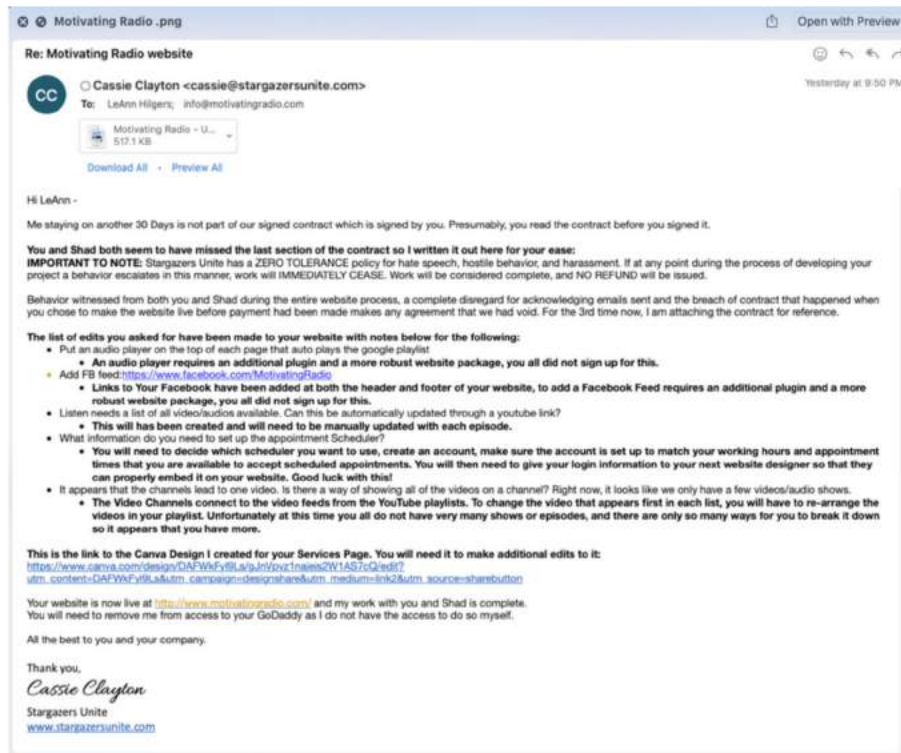
EMAIL SHOWING CLIENT WAS HAPPY WITH WEBSITE & FINAL PAYMENT WAS DUE



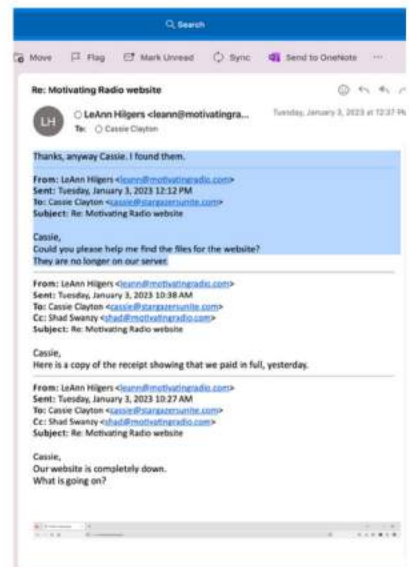
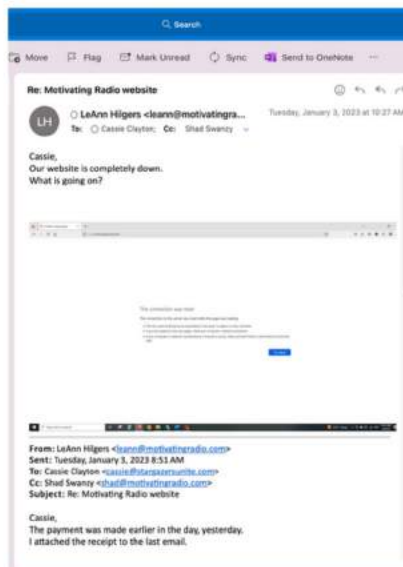
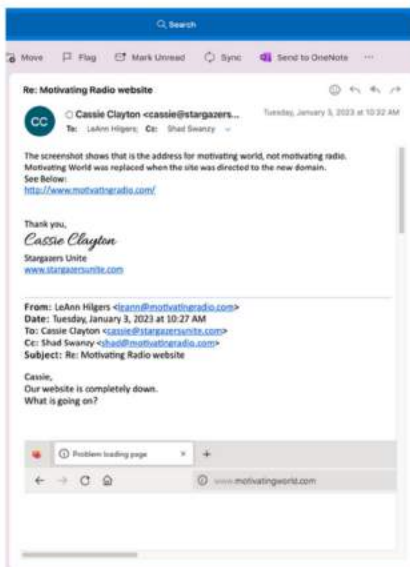
EMAIL OUTLINING BREACH IN CONTRACT



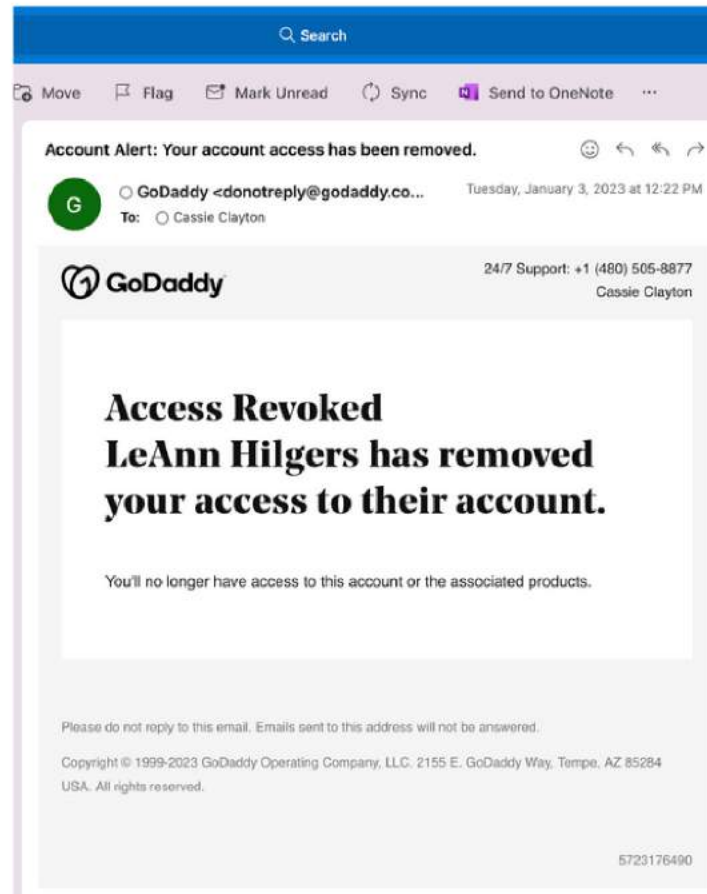
EMAIL RE-OUTLINING BREACH IN CONTRACT. FINAL EDITS THAT WERE MADE & NOTES TO MOVE FORWARD:



FINALIZED DETAILS WITH CLIENT:



CLIENT PROVIDED CONFIRMATION THAT OUR WORK TOGETHER WAS COMPLETE ON TUESDAY, JAN. 3RD AT 12:22PM CST BY REMOVING ACCESS TO THE SITE.



AT NO POINT DID THE CLIENT PAY FOR OR REQUEST A MAINTENANCE PACKAGE WHICH WOULD HAVE ALLOWED FOR ADDITIONAL EDITS ONCE THE WEBSITE WAS LIVE. MAINTENANCE PACKAGES ARE A REQUIREMENT FOR ALL WEBSITES WHICH IS STATED IN 3 DIFFERENT PLACES:

- 1) MOTIVATING RADIO CONTRACT**
- 2) INVOICE #1024**
- 3) INVOICE #1028**