



Policies

Intellectual Property

We have spent many years developing and perfecting our products. They are designed to satisfy Community Care Licensing Division (CCLD) and Regional Center regulations and standards. Adding or removing anything could lead to problems with licensure or vendorization.

We do not allow unauthorized modifications to our paperwork. Attempting to do so will void your product guarantee. Except for Part A forms and modifiable PDF forms (e.g., ISP's, Face Sheets, etc.), we *will not* provide you with modifiable copies of the documents we prepare. Documentation will be sent by email, or regular mail, as agreed on. Documentation delivered electronically will be in non-modifiable PDF format and *will not* be provided in a modifiable format (e.g., DOC, TXT), however, we are willing to make limited changes to some of our products to meet your needs. Please contact us to discuss your specific requirements.

Please note that mailed documents will incur a mailing fee.

RA Mears Consulting will make any revisions to *our work* required by CCLD or the Regional Center for *initial* approval without additional charge to you.

Price Quotes

Price quotes we provide are good for 30 days. Please log on to our [Products](#) page for current prices.

Active, Inactive, Closed, and Permanently Closed Cases

Good communication between RA Mears Consulting and our clients is essential to preparing your paperwork. Long intervals of silence and disruptions are not conducive to the process. We understand that unforeseen situations arise, but we ask that you communicate these to us fully so that we can prioritize our workload, giving our full attention to clients that are ready to finish their job. Once we have started your paperwork, each job will be designated as one of the following:

Active Status

The client is communicating with RA Mears Consulting on a regular basis regarding their progress on any assignment or other work they are completing.



Inactive Status

The client has not communicated with RA Mears Consulting regarding their progress on any assignment or other work they are completing for a period of fourteen (14) days. *Inactive Status* cases can be easily reactivated, but any original timelines that were discussed with you will no longer apply. Your project will be placed in a queue behind other *Active Status* clients. To avoid having your case closed, you can request it be placed on inactive status at any time. If the price of the product and/or down payment you are purchasing has been increased since your case was inactivated, as indicated in these [Products & Services Price List](#), the new pricing terms must be agreed to, and any new fees paid, before resuming your job.

Closed Status

The client has not communicated with RA Mears Consulting regarding their progress on any assignment or other work they are completing for a period of thirty (30) days. *Closed Status* cases can be easily reactivated, but any original timelines that were discussed with you will no longer apply. Your project will be placed in a queue behind other *Active Status* clients. If the price of the product you are purchasing has been increased since your case was closed, as indicated in these [Products & Services Price List](#), the difference will be added to your down payment and/or balance due.

Permanently Closed Status

Balance payments are due when your project is done and ready to deliver to you. Once you are notified your project is done and ready for delivery, if your balance due is not paid in full within seven (7) days of the completion of your project, and you have not made other mutually agreed upon balance payment terms with RA Mears Consulting, your case will be permanently closed. **Permanently closed cases cannot be re-opened.**

Guarantees

All prices include any revisions to our documentation required by either CCLD or Regional Center. No additional charges will be made for changes requested by either agency up to the point of licensure or vendorization. Changes requested by you after you obtain a license or vendorization may involve additional fees.

Guarantees do not include anything added to our work by the client. You are responsible for making requested changes to your own work. RA Mears Consulting reserves the right to see written requests for changes from CCLD or the Regional Center.

This guarantee is good for 6-months after product delivery. Because of changes to laws and standards, if for any reason you do not submit the application we prepared for you within 6-months of our delivering it to you, and additional fee may be required to make your application compliant with current laws and standards. Please contact us for a quote to complete these updates.



Initial Revisions and Corrections

Please review any documentation provided you right away for typos and other corrections. We will fix typos and make other such corrections needed to finish the first version of the product for the first thirty (30) days. Revisions requested after the initial 30-day period may be assessed a fee, payable in advance.

We elicit input during the preparation of your product. We are willing to incorporate a limited amount of information from you, such as program philosophies, community resources and consultants, House Rules, etc. Our products incorporate a variety of fonts, header styles, and other formatting elements that are CCLD and Regional Center standards. We do not make changes to these elements.

Cancellation Policies

Your time is valuable, and so is ours. We understand that there are sometimes circumstances beyond your control that result in your having to cancel or reschedule your appointment with us. We request that cancellations are made at least 24-hours before the scheduled meeting by phone or email.

2nd Cancellation - If you chose to reschedule and subsequently cancel again, you will be required to pay before doing so. The payment is not an additional fee, but an advanced payment on your total fees that demonstrates your good faith and desire to move forward. The fees are as follows: *Personalized Consultations* = 100% of the total price (e.g., \$100, \$150, etc.); Any other product or service = 50% of the total price.

3rd Cancellation - If you chose to reschedule and cancel a third time, you will be required to pay before doing so. The payment is not an additional fee, but an advanced payment on your total fees that demonstrates your good faith and desire to move forward. The fees are as follows: *Personalized Consultations* = 100% of the total price (e.g., \$100, \$150, etc.); Any other product or service = 100% of the total price.

Scheduling after a second or third missed appointment will be at the discretion of RA Mears Consulting.

All fees paid for cancellations are non-refundable.



Payment, Discount, and Refund Policies

Payments

Payment is accepted by Visa, MasterCard, Discover, American Express, Money Order, cashier's, personal or business checks, or cash. You will receive a receipt for all payment types.

Balance payments are due when your project is done and ready to deliver to you. Once you are notified your project is done and ready for delivery, if your balance due is not paid in full within seven (7) days of the completion of your project, and you have not made other mutually agreed upon balance payment terms with RA Mears Consulting, your case will be **permanently closed**. Permanently closed cases cannot be re-opened.

The fee from phone consultations is due at the beginning of the call. The fee for in-person consultations is due at the end of the consultation.

All products except license applications and Program Designs must be paid for in full before the job is started. License applications and Program designs require a down payment of **half** the total price. The balance is due when the product is ready to be delivered to you. Paperwork products can be mailed, emailed, or delivered to you, as agreed on. Mailed products will incur a mailing fee.

Our bank must clear personal or business checks before work can begin.

Refunds

You have 1-week (7-days) after making your down payment to request a refund. Although your down payment will never expire, a full refund will not be given. Part of the down payment will be kept to cover the costs of our time in the form of phone calls, texts, preparing, sending, and reviewing your assignments, sample documentation (Board Resolutions, floor plans, financial forms, etc.), as well as any consultation provided during the process. Be sure you are ready to proceed when making your down payment. It is a show of faith that you are ready to begin a working relationship with us. If a refund is provided, per the following criteria, we will likely consider you too risky to do business with at some future point.

Refunds are made within 30-day of your request, as follows:

Bundled License Applications

1. If only the questionnaire has been sent to you, you will be refunded all but \$100 of your down payment.
2. If all Part A Assignments have been sent to you, you will be refunded 50% of your down payment.
3. If we have begun a review of your Part A Assignments, no refund is available.



Other Products

Stand-alone products, such as Program Designs, Part B applications, waivers/exceptions, or plans of operation, a refund is only available before we start work on them. Once we have begun, or finished your paperwork, no refund is available.

Discounts

Discounts are as listed on the [Products & Services Price List](#) page of our website. RCFE *Bundled License Applications* will receive your choice of two complimentary add-ons. ARF *Bundled License Applications* will receive your choice of one complimentary add-on. In addition, ARF or RCFE *Bundled License Applications* will receive a *one-time* 20% discount on any or all the other available add-ons.

Discounts are applied to the balance due. The down payments are never discounted. Any offer of a future discounted or gratis product is contingent on the initial product being completed and paid in full.

Discounts are not given on products or services that require traveling more than 30 miles from our office address.

Additional discounts can be given at the discretion of RA Mears Consulting.

General Policies and Caveats

You are accountable for knowing the contents of your documentation and for providing the services therein. To this end, RA Mears Consulting will provide an overview of any documentation provided to you, as needed.

We will provide one original copy of any document we prepare. You will be responsible for making any additional copies.

The information provided by RA Mears Consulting is based on knowledge gained during more than 40-years' experience with CCF's, daily interaction with new CCF applicants and existing CCF's, and expertise in California Code of Regulations, Titles 17 and 22.

INFORMATION IS PROVIDED AS A MATTER OF INFORMATION AND EDUCATION ONLY. IT IS NOT INTENDED TO PROVIDE LEGAL ADVICE, OR LEGAL CONSULTATION. DO NOT TAKE ACTION IN SPECIFIC CASES WITHOUT FULL KNOWLEDGE OF THE FACTS.

CAVEAT: RA Mears Consulting reserves the right to modify any policy or condition stated herein. If this should occur after a down payment has been made, the client will be informed of the modification(s) in writing, and can choose to agree or decline before the work begins. Should the client decline, the down payment will be refunded within 30-days, per the refund guidelines stated herein. Price quotes and discount offers are good for 30 days and a new quote and discount offer may be required if that time elapses without a down payment being made.



CAVEAT: An offer of a discount on future work is not a contract to complete that work. RA Mears Consulting reserves the right to refuse service to anyone. If we do so after a down payment has been received, the down payment will be refunded within 30-days, per the refund guidelines stated herein.

Thank you!



Accepting for your security and convenience



We DO NOT accept Zelle, Venmo, Cash App, etc. payments