

BlueMilk Retainer Terms of Service

Priority Booking & Availability

Retainers guarantee priority booking and reserved design capacity during the subscription period. Availability is confirmed at the time of booking and applies only within the defined retainer scope.

Non-Refundable Policy

All retainer payments are non-refundable. Contractors are purchasing guaranteed access to proposal design and desktop publishing (DTP) services, not just hours worked. This ensures dedicated availability for high-stakes deadlines.

Rollover Credits

If no proposals are submitted during a billing cycle, one unused service credit (e.g., one proposal volume or one graphics pack) may be rolled over into the following month. Rollover credits must be used within 60 days and do not accumulate indefinitely.

Pause Option

Retainers may be paused once per calendar year with a minimum of 14 days' notice prior to the next billing cycle. During a pause, no services are provided and the billing cycle is suspended for that month.

Fair Use

Services under a retainer are intended for standard proposal formatting and graphics support. Large, complex, or multi-agency proposal requests may require additional scoping and will be billed separately. Unlimited graphics, where offered, applies only to standard organizational charts, process flows, and timelines.

Renewal & Cancellation

Retainers renew automatically on a monthly basis unless canceled in writing at least 7 days prior to the next billing cycle.