

Goshen Publishers LLC

## **Fulfillment Policies**

We work with authors to set up a system that makes it easy for them to find the right editor and publishers for their jobs. To make sure we can satisfy your needs, please make sure you understand and agree to our process, which is as follows:

### SUBMITTING A SAMPLE

You can submit a sample, not to exceed 10 pages, via email to [Samples@GoshenPublishers.com](mailto:Samples@GoshenPublishers.com). It will never be shared with anyone else and is completely safe with us.

If we have an interest in your project, we will write back and attach a sample edit. You can ask any questions you have, and when you feel comfortable, we'll move forward to the next step.

### FIRST PAYMENT

We'll send an invoice for half of the total cost. Our simple, wordcount-based pricing makes it easy for you to estimate the exact cost of your project. We'll pay the editor immediately so they can start working. When they're about halfway done with the project, they'll send it back to you for approval.

### **This is the time to raise any concerns or issues.**

If you don't like what the editor is doing, or feel like they aren't getting your voice right, let us know right away. You can also communicate directly with the editor, and see if they are willing to redo the first half or address your concerns.

Keep in mind that every editor is different: it's easy to catch typos and fix mistakes, but we pride ourselves on improving the writing, which means restructuring sentences and paragraphs to avoid repetition, smoothen the flow and style, and make the text cleaner and more engaging.

If you've paid for one of the premium services, "part one" will be more focused on reviewing your book's organization and making suggestions to strengthen the plot or story, or moving sections around to enhance the entire manuscript. You'll need to do some rewriting. We don't want to start editing the individual sentences until we're sure everything is in the right place.

If you aren't happy and want a refund...

If you aren't happy with how things are going or frustrated with your editor, we will refund you 100%. Goshen Publishers LLC will eat the loss, and the editor will keep the money for the work done. This is the best way to protect both our editors and our clients.

## SECOND PAYMENT

If you are happy with your editor and how things are going, we'll request the second half of the total cost so the editor can keep working on your project. Please keep in mind, after this point, we can no longer refund 100% of your total project cost.

The editor will continue working on your project and deliver the final files. If any critical issues come up or you are unsatisfied with our service, we can still refund you 50% of the total project cost in certain circumstances.

We do this even though it means our platform sometimes operates at a loss.

I doubt you'll find any other editors who offer refunds after the work is done.

But we're tired of hearing horror stories about authors spending lots of money on an editor, and the quality isn't what they expected. Also, we rarely get refund requests, because we're really good.

If you're happy with our services, we'll ask for feedback so you can give us a testimonial, which means some free visibility for you.

If that sounds good, get started now by sending in a free sample.