**Help/FAQ**

Welcome to the Brand Collaborator Help/FAQ section! Here you'll find answers to common questions about our platform. If you need further assistance, feel free to contact us.

**1. What is Brand Collaborator?**

Brand Collaborator is a platform that connects brands with content creators, influencers, and freelancers to help them collaborate on various projects. We offer services like content creation, UGC (User-Generated Content), and more.

**2. How do I sign up?**

You can sign up as a brand, content creator, or freelancer by clicking the "Sign Up" button on our homepage. Fill in the required details and follow the instructions to complete your registration.

**3. How does the payment process work?**

* **For Brands:** You’ll be required to deposit funds once you hire a content creator or freelancer. Payments are securely handled through our platform.
* **For Creators and Freelancers:** After successfully completing a project, you will receive your payment minus our service fee (10% for content creators, 20% for freelancers).

**4. What fees does Brand Collaborator charge?**

* We charge a 10% fee for content creators (UGC).
* We charge a 20% fee for freelancers.

**5. Can I get a refund?**

No, all payments made on Brand Collaborator are final. Please ensure that you are satisfied with the agreement before making any payments.

**6. How do I manage my account?**

You can manage your account settings by logging into your dashboard. Here, you can update your profile, payment information, and view your project history.

**7. What should I do if I have an issue with a project?**

If you encounter any problems during a project, please contact our support team immediately. We are here to help resolve any issues promptly.

**8. How do I delete my account?**

To delete your account, please contact our support team. They will guide you through the process.

**9. What are cookies, and how does Brand Collaborator use them?**

Cookies are small text files stored on your device by our website. They help us improve your user experience by remembering your preferences and tracking how you use our site. For more details, please refer to our Cookie Policy.

**10. Where can I find the terms and policies?**

You can access our Terms & Conditions, Privacy Policy, Cookie Policy, and other legal documents at the footer of our website.

If your question isn't answered here, please don't hesitate to reach out to our support team for further assistance. We're here to help!

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