

SERVICE TERMS & CLIENT POLICY

By purchasing this package, the client agrees to the terms outlined below.

1. Nature of Work

All work is provided remotely on a professional, best-effort basis. The scope of work depends on the selected package and client instructions. No guarantees are made regarding specific outcomes, results, or timelines.

2. Package Structure

This package is prepaid or retainer-based and includes a fixed allocation of hours. All hours must be used within the active billing period unless otherwise agreed in writing. Unused hours do not roll over and are non-refundable.

3. Onboarding & Communication

After purchase, the client must provide all necessary information, instructions, and access required to complete tasks. Communication is conducted via email or agreed messaging platforms. Delays in response or missing information may affect delivery timelines.

4. Availability & Response Time

Work is delivered during standard working hours unless otherwise specified. Response times may vary depending on workload and priority. Continuous or 24/7 availability is not guaranteed unless explicitly included in the package.

5. Scope of Work

All requests must remain within reasonable professional boundaries. The following are not accepted: illegal, unethical, or fraudulent activities; licensed professional advice (legal, medical, financial); or any high-risk or inappropriate requests. The service provider reserves the right to decline or adjust any request.

6. Client Responsibilities

The client agrees to provide accurate information, clear instructions, and timely responses. The client is responsible for ensuring all requests comply with applicable laws and regulations. Failure to do so may result in delays or suspension of work.

7. Payments

All payments must be made in advance unless otherwise agreed. Payments are non-refundable once work has commenced. Failure to complete payment may result in suspension or termination of the package.

8. Cancellations

The client may cancel before the next billing cycle according to platform rules. No refunds are issued for unused time within an active period. The provider reserves the right to terminate the package in case of misuse, violation of terms, or inappropriate communication.

9. Confidentiality

All client information is treated as strictly confidential and used solely for service delivery purposes. Reasonable measures are taken to protect data; however, absolute security cannot be guaranteed.

10. Third Parties

The provider is not responsible for the performance, delays, or policies of third-party companies or vendors.

11. Liability

To the fullest extent permitted by law, the provider is not liable for indirect, incidental, or consequential damages. Total liability is limited to the amount paid for the current billing period.

12. Agreement

By purchasing this package, the client confirms that they have read, understood, and agreed to these terms.