



Terms of Service Contract

These Terms of Services outline what you can expect from working with InDeed We Can Limited. We reserve the right to amend these services without notice when and as required.

Office Hours

Offices hours are Monday, Tuesday, Wednesday, Thursday and Friday 9.00am to 2.30pm. Work requests outside of these hours are available on request and will be subject to schedule availability.

Ongoing work and extra work requests will be scheduled during office hours. The day and time allocated may vary from week to week. Depending on your Virtual Assistant's work schedule, extra work requests may be scheduled in for the following week. If you are working to a deadline and require a task to be completed within a certain timeframe, please ensure your Virtual Assistant is aware of this deadline and all resources/content are supplied.

Occasionally we will need to adjust our schedule to accommodate family commitments such as school and family holidays. In this event, you will receive an email from your Virtual Assistant to ensure you are aware of these changes and any work required can be finished within the given timeframe.

We are available during these times for phone calls and emails to answer any questions or to discuss current work and extra work requests. If you would like a face to face meeting, please contact us to arrange an appointment.

Client Responsibilities

You are expected to provide clear communication about priorities and deadlines. You will ensure your Virtual Assistant has been sent all relevant resources, content and information to complete the work requested within the timeframe required.

Virtual Assistant Responsibilities

Your Virtual Assistant will provide their expertise and experience to you to ensure your work is completed in a timely and professional manner. Your Virtual Assistant will listen to what you need and work within your guidelines as much as possible. Your Virtual Assistant will bring your attention to any problems in a timely manner, treat all client information with confidentiality and respect.

Packages and Hourly Rate

Packages and Hourly Rate are subject to change without notice. InDeed We Can Limited will endeavour to notify and give clients a minimum of 30days notice that the package or hourly rate is changing.

Each package is subject to a maximum work time allocation. In the event that a client exceeds this set package time allocation, the current hourly rate will be charged for excess hours. Your Virtual Assistant will notify you if you are getting close to the exceeding the hours.

A minimum one hour charge applies to all clients on the ad hoc hourly rate. After the first hour we charge in 15minute increments.



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Payment

Invoices will be sent monthly. Weekly invoicing is available on request.

All payments are required within 7 days from date of invoice. If your account is overdue by 30 days, no more work will be completed until the full amount owing has been received. Interest of 2.5% per month shall be payable on all accounts over 30 days. The interest will be added monthly thereafter from the due date until the full amount owing is received. In the event a debt collection agency is contracted, you will be liable for all and any costs incurred.

Cancellation and Termination Policy

You can terminate this agreement with 7 days written notice. InDeed We Can Limited reserves the right to terminate this service contract at any time without notice. You shall remain liable to pay InDeed We Can Limited for any services provided to the date of termination.

Virtual Assistant and Client Relationship

It is understood by the client that InDeed We Can Limited is an independent contractor and is not an employee of the client.

Liability

InDeed We Can Limited has no liability to the client for any loss, damage, costs, expenses or other claims for compensation arising from any information or instructions supplied by the client which is, or are, incomplete, incorrect or inaccurate.

InDeed We Can Limited shall not be liable for any failure to perform its duties due to circumstance beyond its control, including without limitation, acts of God, public unrest, power outages, and inability to contact the client. In the event of such loss, damage or delay, your Virtual Assistant will make every effort to notify you immediately.

Non-Disclosure and Confidentiality

InDeed We Can Limited shall not directly or indirectly disclose client information to any person other than a representative of the client or of InDeed We Can Limited at any time either during the term of this agreement or following the termination or expiration of this agreement.

InDeed We Can Limited will not at any time or in any manner, either directly or indirectly, use for the personal benefit of, or divulge, disclose or communicate in any manner any information that is relating to the client.

Upon termination of this agreement, your Virtual Assistant will return all your records, documentation and other items that were supplied, used, created, or controlled by your Virtual Assistant during the term of this agreement with the exception of any items, plugins, images purchased and not reimbursed by the client.

Signed by Client:

Date: