

# SERVICE AGREEMENT

## Remote Back Office, Inc.

This Service Agreement (“**Agreement**”) is entered into by and between **Remote Back Office, Inc.**, a Texas corporation (“**Remote Back Office**,” “**we**,” “**us**,” or “**our**”), and you, the client (“**Client**” or “**you**”).

By accessing or using our services, you agree to be bound by the terms of this Agreement. If you do not agree, please do not use our services.

Electronic acceptance of this Agreement constitutes a valid and binding electronic signature in accordance with the Electronic Signatures in Global and National Commerce Act (E-SIGN Act, 15 U.S.C. §§ 7001–7006).

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## 1. SERVICES

Remote Back Office provides virtual assistant and remote back-office support services (“**Services**”) based on the subscription plan selected by the Client. Services are performed by a dedicated assistant unless otherwise agreed in writing.

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## 2. PRICING AND AVAILABILITY

All services are subject to availability. Pricing is based on the selected subscription plan and may change at any time. Any price changes will apply prospectively and will not affect already-paid billing periods.

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## 3. MODIFICATIONS TO SERVICES AND AGREEMENT

We may update or modify our services, this Agreement, or related policies from time to time. Any changes will become effective upon posting. Continued use of our services after changes are posted indicates acceptance of the revised Agreement.

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## 4. PRIVACY AND DATA SECURITY

Your privacy is important to us. Our collection and use of personal information is governed by our Privacy Policy.

We collect only the information necessary to manage your account, including contact details and payment information. All payment data is transmitted using secure encryption technology. We do not knowingly collect information from individuals under the age of eighteen (18).

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## 5. NON-SOLICITATION AND NON-CIRCUMVENTION

Remote Back Office invests significant time and resources in recruiting and training its assistants.

During the term of this Agreement and for **two (2) years after termination**, Client agrees not to directly or indirectly hire, contract with, or engage any assistant or individual introduced through Remote Back Office without prior written consent.

If Client does so without consent, Client agrees to pay **\$25,000 per individual** as reasonable compensation for recruitment and training costs.

Client also agrees not to circumvent this provision through third parties, affiliates, or similar arrangements.

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## 6. THIRD-PARTY LINKS

Our website may contain links to third-party websites for convenience. Remote Back Office is not responsible for the content, services, or policies of any third-party sites. Use of such sites is at your own risk.

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## 7. REFERRAL PROGRAM

Clients who refer a new customer that remains subscribed for at least **three (3) months** will receive a **\$100 account credit or gift card**, provided their account is in good standing.

Referral rewards are non-transferable and have no cash value. Remote Back Office may modify or discontinue the referral program at any time.

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## 8. CONNECTIVITY AND FORCE MAJEURE

Remote Back Office is not responsible for service interruptions caused by internet outages, power failures, or third-party service providers.

We are also not liable for delays or failures due to events beyond our reasonable control, including natural disasters, government actions, pandemics, labor disputes, or similar events.

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## 9. LIMITATION OF LIABILITY

To the maximum extent permitted by law, Remote Back Office shall not be liable for indirect, incidental, consequential, special, or punitive damages, including loss of profits, data, or business opportunities.

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## 10. GOVERNING LAW AND JURISDICTION

This Agreement is governed by the laws of the **State of Texas**, without regard to conflict of law principles. Any disputes shall be resolved exclusively in the state or federal courts located in **Travis County, Texas**.

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## 11. SUBSCRIPTION HOURS

Client subscribes to a monthly set number of service hours to be used during business days and agreed-upon working hours.

- Hours are **non-transferable**
- Hours **do not roll over**
- Subscriptions are based on **20 business days per month**
- Additional business days are billed at a pro-rated hourly rate

Certain plans may be limited to use by one individual only.

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## 12. BILLING AND PAYMENT AUTHORIZATION

By subscribing, Client authorizes Remote Back Office to charge the provided payment method for recurring subscription fees, overages, and applicable charges.

Billing occurs monthly on the subscription anniversary date.

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## 13. PAYMENT DECLINES AND SUSPENSION

If a payment is declined, services may be suspended. Client has **three (3) days** to update payment information. Services will resume once payment is successfully processed. The new charge date becomes the recurring billing date.

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## 14. CANCELLATION

Client may cancel the subscription by providing written notice **at least seven (7) days prior** to the next billing cycle.

Specialized roles (such as accountants or financial analysts) require **thirty (30) days' notice** due to customized recruitment efforts.

No refunds are issued for time already billed or used.

Remote Back Office reserves the right to suspend or terminate services at its discretion.

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## 15. INDEMNIFICATION

Client agrees to indemnify and hold harmless Remote Back Office from any claims, damages, or expenses arising from Client's breach of this Agreement, misuse of services, or violation of applicable law.

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## 16. ACCEPTED PAYMENT METHODS

We accept major credit cards, including Visa, MasterCard, Discover, and American Express. Via Bank Transfer, PayPal or Wise. Accepted payment methods may change without notice.

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## 17. ENTIRE AGREEMENT

This Agreement constitutes the entire understanding between the parties and supersedes all prior discussions or agreements. If any provision is found unenforceable, the remaining provisions shall remain in effect.

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## ACKNOWLEDGMENT

By using Remote Back Office services, Client acknowledges that they have read, understood, and agreed to the terms of this Service Agreement.

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## SIGNATURE PAGE

This Service Agreement (“Agreement”) is entered into by and between **Remote Back Office, Inc.**, a Texas corporation, and the undersigned Client. By signing below, the parties acknowledge that they have read, understood, and agree to be bound by the terms and conditions of this Agreement.

This Agreement may be executed electronically and in counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument.

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## REMOTE BACK OFFICE, INC.

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

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## **CLIENT**

Company Name (if applicable): \_\_\_\_\_

Client Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Title (if applicable): \_\_\_\_\_

Date: \_\_\_\_\_

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## **CONTACT INFORMATION**

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_