

## Service Agreement – Terms

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### Effective Date and Specifications:

Pricing, Packages, and Services for 2025 are reflected in our website's [Pricing](#) and [Services](#) sections. Prices are subject to change without notice. Final pricing and expirations for our services are detailed in each quote and subsequent client invoice.

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**Introductory Discussion of Services by Phone:** **Free** of Charge (15 minutes).

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### Consultation (Needs Assessment):

Payment is due at the end of the In-Person **or** Virtual Services Consultation rendered (1-hour).

**Bonus:** Consultation is either **½ Price** for **½ Day Seed Package** or **Free** when a minimum **Full Day Seed Package** is:

1. purchased after consultation or deducted from the first day of the selected package, and
  2. commences within 20 business days of consultation (per Practical Organized Perfection™ availability).
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**Hourly Rate:** Payment is due at the end of Organizing Services rendered (In-Person 2-hour and Virtual 1-hour minimum/day).

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### In-Person Packages:

- **Expirations:** Total hours must be used within the maximum number of days provided per each package selected, as reflected in our Pricing, to maintain client momentum and deter scheduling conflicts.
  - **Shared Friends & Family Package:** Starting with **Planting Seeds Package** through **Bountiful Harvest Team Package** (minimum 2 Full Days, Incl. Team Package), **In-Person Packages** can be shared (split between two clients) consisting of the following:
    1. Consultation (1 hour per client),
    2. selected Package (days/hours),
    3. cost at applicable pricing, and
    4. applicable **Bonus** offer.**Important:** The same Package Expirations policies apply, as reflected in our Pricing.
  - **Split Days Fee:** **Seed Package** through **Bountiful Harvest Team Package** (full days, 7-hour minimum) may each be split in half (each 3 ½ hour sessions) over a maximum of 5 business days beyond selected package expirations (per Practical Organized Perfection™ availability) for a fee of \$20, per team member, per day split. Refer to **Travel Services** section for specifications.
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### Design, Space Planning, and/or Shopping Services:

1. All recommended designs, space planning (sketches, mockups, inventory), and shopping services (organizing materials, products, supplies) are researched, itemized, and presented to the client in writing for consideration. These services in our Pricing include up to two revisions per project at no additional cost within the applicable **Bonus** offer.
  2. Client must provide written approval to the quote for the proposed recommendations, with final revisions via in-person signature or email, to proceed with invoicing; text approvals are not accepted.
  3. Client is to pay the product invoice before orders are placed, products are delivered, and services are to be completed.
  4. Final receipts provided at installation completion; client is responsible for all returns after installation and project completion.
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### Custom Labels:

Custom vinyl labels are made to order, some can be done onsite, and are available in various colors, fonts, and sizes with pricing based on specifications. Vinyl labels are removable and resistant to water and sunlight. Pre-printed labels are also available.

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### Additional Team Members (organizing services):

Additional team members (In-Person only) and the number of members needed will be determined during the Consultation, detailed in the quote, and approved by the client based on the project needs, scope, and desired timeframe, as reflected in our Pricing.

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### Additional Hours and/or Days (same project):

1. Services beyond selected package for the same project, within expiration days, are invoiced at the same package rate; specifically hours beyond 7-hour min/day or additional days (2 hours min/day added); e.g. backorders, exchanges, small edits.
  2. If client adds scope of work for the same project and a min full day is needed which moves the client to a lower package rate per number of days, client will be invoiced at the lower rate thereafter for the added day(s); new tier expirations are applicable.
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### Maintenance and Refresh (previously completed projects):

Services for completed spaces at prior applicable package rate; ongoing discount when maintenance/refresh services are rendered a minimum of every 60 business days of prior service (2-hour min/day, In-Person only).

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### Donated Items:

1. Items donated are included in all services provided with pricing to reflect any additional hours needed for all disposals.
  2. Agreed-upon items to be gathered, itemized, and donated (drop-off and/or arranged pickup).
  3. Client to receive an electronic copy of the donation receipt with an itemized list for client records (printed option if preferred).
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# Practical ORGANIZED Perfection

## Service Agreement – Terms (Continued)

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### Charity:

A percentage of quarterly sales is donated to charity, including a **\$50** donation to a charity in the name of the referrer for each fifth new client referral through the **Referral Program**. Selections are made at the discretion of Practical Organized Perfection™.

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**Virtual Services (available anywhere in the US):** Audio and Video conferences using tools such as Zoom, Teams, and Meet.

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### Travel Services (available everywhere):

- No additional travel fees for In-Person services rendered within Duval, St. Johns, Clay, and Flagler counties if 40 miles or less of Home Base (International Golf Parkway, St Augustine, Florida 32092).
  - Travel services beyond 40 miles of these above parameters are at a negotiated rate for travel expenses (time, distance, cost).
  - Refer to **In-Person Packages** section for **Split Days Fee**. Limited exceptions can be made, at our discretion, for emergencies or product backorders (items we ordered for the client) necessitating a split in services until received.
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### Referral Program:

You can either let the potential client reach out to us themselves, reach out to us by phone, or fill out the form on our website **Contact Us** page. However, if we are reaching out to the potential client from your phone call or submitted form, they must be aware we will be contacting them to offer our services, a warm lead and not a cold call.

1. Referral awarded to one individual referrer for each new client who purchases a minimum **Full Day Seed Package**.
  2. New clients must provide referrer contact information (full name, phone, email) for us to contact them and award the referral.
  3. Referrer receives an Amex digital gift card or equivalent after the new client purchase of services transaction is completed (invoice paid in full). Referrals are as follows:
    - **\$25** for each new client referral first through fourth received and
    - **\$50** for each fifth new client referral plus an additional **\$50** donation made to a **Charity** in the referrer's name.
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**Important:** Only one referral is awarded if the package is split between two clients using **Shared Friends & Family Package** for **In-Person Packages**. Practical Organized Perfection™ reserves the right to modify or cancel the **Referral Program** without notice.

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### Gift Certificates:

1. Customizable as needs dictate with a **Consultation** (1-hour minimum) plus **Organizing Services** (minimum **½ Day Seed Package**, 3½ hours) = 4½ hours at **In-Person** rate. **Bonus** eligible for all applicable packages selected. **Virtual Services** can also be gifted.
  2. Gift Certificate will be an Amex digital gift card or equivalent. Certificates expire within 60 business days of purchase if not redeemed by the recipient, with exceptions pending Practical Organized Perfection™ schedule and materials availability.
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### Refunds / Transfers / Credits / Cancellations:

1. All pre-paid Packages, including Gift Certificates, are non-refundable. However, unused Packages may be transferred to another client with applicable package expirations or credited at the discretion of Practical Organized Perfection™.
  2. Cancellations with less than 24 hours' notice of scheduled appointment are subject to a 1-hour In-Person rate within Duval, St. Johns, Clay, and Flagler counties or travel expenses beyond these counties if incurred and not refundable.
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**Hours of Operation (Business Days/Hours):** Monday – Friday, 9:00 am – 5:00 pm ET; Business days before and after hours and Saturdays (at the discretion of Practical Organized Perfection™ availability) are billed at a negotiated rate.

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**Methods of Payment:** Practical Organized Perfection™ accepts cash, checks, and credit cards (with a 3% credit card transaction fee).

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### Release of Liability:

1. Client payment of the invoice provided, following the initial quote received, denotes services rendered and completed.
  2. Client holds harmless Practical Organized Perfection™ from all claims and assumes all responsibility for services provided, products purchased, and installations. Any products returned after invoice payment is received are the client's responsibility.
  3. Client grants permission to share their spaces and our transformations on our website, and social media, and for educational purposes. Practical Organized Perfection™ will never disclose a client's personal information.
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### Service Agreement:

Client agrees to these Terms, the Quote provided and approved, and the Invoice received and paid in full for all services rendered for the project with their **Signature** and **Date** below.

Client Signature: \_\_\_\_\_

Date:        /        /2025

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Project #: \_\_\_\_\_

Thank you for the opportunity to do business with you.