

ANGEL VIRTUAL ASSISTANTS

Productive. Proficient. Professional.

SERVICE AGREEMENT

This service agreement is to protect the confidentiality and interests of our clients,
and to outline the payment terms and operation of our service.

WELCOME TO ANGEL VIRTUAL ASSISTANTS

This Service agreement is made effective as of the date of signature until Further Notice or Completion of Projects, by and between (client) _____ and **ANGEL VIRTUAL ASSISTANTS LTD.**

In this agreement, the party who is contracting to receive services shall be referred to as “Client”, and the party who will be providing the services shall be referred to as “Consultant”.

Consultant has a substantial background in providing Virtual Assistance and Online Business Development services and is willing to provide services to the Client based on this background.

This agreement is in place to protect the interest of the Client and the Consultant, ensuring a fair and productive working relationship.

Should you have any questions about this agreement, please contact Angela or Sarah on:

enquiries@angelvirtualassistants.co.uk

The Client desires to have services provided by the Consultant, therefore, the parties agree as follows:

DESCRIPTION OF SERVICES

Consultant will provide online business services listed in www.angelvirtualassistants.co.uk

PAYMENT TERMS

Client will pay Consultant:

Rates and package pricing listed on www.angelvirtualassistants.co.uk/rates

Client and Consultant may agree an alternative rate for tasks and projects in addition to this initial agreement, by which an agreed estimate will be required.

Payment must be made within 7 working days from receipt of invoice either online via Bank Transfer.

- For invoices under £1000 the amount will be invoiced and billed in advance, in full.
- For project estimates exceeding £1000 a 50% deposit is required to begin, and then 50% will be due on completion.
- Prepaid retainer packages are available as credit on the client's account for 3 month (from the date of payment received) only, after which time, if unused, the credit is forfeit by the client.

Upon termination of this agreement, no further additional charges will be incurred, however the Consultant shall still be entitled to payments for any period or partial periods that occurred prior to the date of termination and for which Consultant has not yet been paid.

- Invoice will be issued immediately for retained packages / projects / hours.
- Hours must be purchased in advance to guarantee availability.
- Pay-As-You Go invoices are issued on the 1st of the month.

OUTSTANDING INVOICES

In the event the Client has an outstanding invoice, the charges shall accrue as follows:

15 Days Overdue	Consultant will cease all services and this agreement will be placed "on hold" until Client has paid Consultant total amount owed plus all applicable overdue fees.
30+ Days Overdue	£50 fee added to total amount owed. An additional £50 fee is added to the total amount owed for each additional 15 days overdue.

REIMBURSEMENT OF EXPENSES

Consultant shall be entitled to reimbursement from Client for the following "out of pocket" expenses, if these expenses are expressly authorised ahead of time by the Client.

Copies of receipts will be provided to the Client to substantiate reimbursement expenses:

- Delivery / Shipping Fees.
- Graphics / Digital Downloads.
- Software as a Service Subscriptions and / or Applications.
- Travel Expenses (ALL).
- Project Related Calls / Data (Mobile Only).
- Other Authorised Expenses.

SUPPORT SERVICES

Angel Virtual Assistants hires a small team of individuals who may, at any time, assist in the provision of services. All sensitive client information, including passwords, is kept strictly confidential within the Angel Virtual Assistants Team, who work under a company confidentiality agreement.

TERMINATION OF AGREEMENT

Notice is not required from either party to terminate the agreement, however if the Client or Consultant would like to terminate the agreement, they must send written confirmation via email, at which time the Consultant will send a closing invoice (if necessary), and any outstanding accounts must then be settled by the Client within 7 business days.

RELATIONSHIP OF PARTIES

It is understood by the parties involved that the Consultant is an Independent Contractor with respect to the Client, and not an employee of the Client. Client isn't required to provide fringe benefits, including health insurance benefits, paid holiday, or any other employee benefit, for the Consultant. Consultant is also responsible for their own taxes and other withholdings.

Consultant plans and schedules Client projects and works to mutually agreed deadlines. However, Consultant cannot work to a Client's daily work schedule or patterns, unless otherwise agreed.

COMMUNICATIONS

In order to give the Client the best possible service, a dedicated support site is available online at www.angelvirtualassistants.co.uk/support - this site is frequently updated with FAQs and other information including user guides and forms.

Consultant streamlines work and tasks effectively to ensure that Client has clear records of all pertinent communications. Consultant provides an online secure office to track tasks progress.

For general task requests, technical problems, login requests, general questions and any other project related communications, please email support@angelvirtualassistants.co.uk.

Or submit a ticket through this link www.angelvirtualassistants.co.uk/support

INDEMNITY

By signing this agreement, you (and any individual and / or organisation you're signing for and on behalf of) agree to indemnify and hold harmless **ANGEL VIRTUAL ASSISTANTS** and its officers, directors, shareholders, employees, independent contractors and agents, from and against any claims, suits, proceedings, disputes, demands, liabilities, damages, losses, costs and expenses, including, without limitation, reasonable legal and accounting fees (including costs of defence of claims, suits or proceedings brought by third parties), in any way related to (a) your access to or use of our Websites, (b) your Personal and Business Information / Data, (c) any provision of service engaged through **ANGEL VIRTUAL ASSISTANTS**, or (d) your breach of any of these Terms.

HOURS OF BUSINESS

Our support team are based globally, so we work to "commitlines" e.g. our commitment is to aim to respond within 24 hours, Monday to Friday, rather than set times of the day, however we're generally available through out support desk Monday to Friday 8am to 3pm GMT (UK Time). We're closed on Public Holidays and The Christmas and New Year Holidays. If you require cover during the days, please contact us for further assistance.

We prefer electronic communication via the online office or support desk, so it's essential that you're comfortable with primarily working via your client area or email, but if you would like a chat with Sarah or Angela, you can contact them via support@angelvirtualassistants.co.uk to schedule an appointment.

CONFIDENTIALITY

Consultant recognises that Client may have the following proprietary information:

- Products
- Future Plans
- Prices / Costs / Discounts
- Client Database
- Logins
- Other Specific Business Data

Also, any other information or project work, including notes and files, which may be valuable assets of the Client, are stored on secure server(s), and are accessible by Consultant, Consultant's Team and Client 24 hours a day, 7 days a week. Client may also invite other members of his or her organisation to share access.

Consultant agrees not to, at any time in any manner, either directly or indirectly, use any information for Consultant's own benefit, or divulge, disclose, or communicate in any manner any sensitive information to any third party outside of Angel Virtual Assistants without prior written consent of the client.

Consultant will protect the information and treat it as strictly confidential.

CONFIDENTIALITY AFTER TERMINATION

The confidentiality provisions of this agreement shall remain in full force and effect after the termination of this agreement.

RETURN OF RECORDS

Upon termination of this agreement, Consultant shall (upon Client's request) deliver all records, notes, data, memoranda, models and equipment of any nature that are in Consultant's possession or under Consultant's control and that are Client's property or relate to Client's business.

Back-up copies of client files are generally kept for a period of 6 months. After that time, in most situations, they will be deleted.

GOVERNING LAW AND JURISDICTION

This Agreement and all matters arising from it shall be governed by and construed in accordance with United Kingdom law and shall be subject to the exclusive jurisdiction of the United Kingdom courts.

ENTIRE SERVICE AGREEMENT

This service agreement contains the agreement of the parties involved. There are currently no other promises or conditions in any other agreement, whether oral or written, other than those quoted on invoices or estimates.

AMENDMENTS

This agreement may be modified or amended if the amendment is made in writing and is electronically signed by both parties.

SMALL PRINT

Please review our full disclaimer, terms of service, privacy and disclosure policy.

www.angelvirtualassistants.co.uk/small-print

NOTICES

All notices required or permitted under the agreement shall be in writing and shall be deemed delivered if sent by email:

CLIENT

Name: *

Company: *

Email: *

CONSULTANT

Sarah Sharp
Angela Saunders

Angel Call Handling Ltd T/A
Angel Virtual Assistants

support@angelvirtualassistants.co.uk

Such details may be changed from time to time by either party by providing written notice to the other in the manner set forth under Notices.

SIGNATURE

Signature:

Email: