

## **CLIENT NON-DISCLOSURE AND SERVICES AGREEMENT**

This Agreement is entered into between EEVA Online and the Client upon subscription to any Virtual Assistant service.

### **1. Services**

EEVA Online provides remote Virtual Assistant services which may include general administrative support, social media management, email marketing, audio-video-graphics, website management and other agreed business tasks, limited to the Client's active plan.

### **2. Service Location**

All services are performed remotely online from the assigned Virtual Assistant's home office or approved remote workspace.

### **3. Schedule and Days Off**

Service availability follows the Client's selected plan. EEVA Online observes standard Philippine holidays, including Christmas and New Year breaks.

### **4. Payment**

Fees are paid in advance and are non refundable. Payments are accepted via PayPal and bank transfer.

### **5. Unused Hours and Rollover Policy**

Unused service hours are not forfeited but are subject to the following conditions:

1. Hours may only be rolled over while the Client has an active plan or subscription.
2. If the plan is pre terminated by the Client, unused hours may be rolled over for a maximum of one month solely to allow service transition.
3. If the plan ends naturally upon completion of its term, unused hours may be rolled over for up to three months.
4. If the Client subscribes to a new Virtual Assistant plan before the rolled over hours expire, all remaining hours shall be absorbed into the new plan.
5. Any unused hours not used within the applicable rollover period shall automatically expire and are not redeemable for cash, refunds, or future services.

### **6. Term and Termination**

This Agreement remains in effect while the Client maintains an active plan. Either party may terminate the engagement in accordance with the plan terms. Upon termination, services cease and unused hours are handled strictly in accordance with the rollover policy stated above.

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### 7. Confidentiality

Both parties agree to keep all non public and proprietary information confidential during and after the engagement.

### 8. Relationship of Parties

The Virtual Assistant is an independent contractor and not an employee of the Client.

### 9. Work Product Ownership

All work product created for the Client during paid services shall belong to the Client upon full payment. EEVA Online may reference non confidential portions of the work for portfolio, marketing, or promotional purposes unless the Client provides written objection.

### 10. Limitation of Liability

EEVA Online shall not be liable for indirect or consequential damages arising from the services.

### 11. Governing Law

This Agreement shall be governed by the laws of the Republic of the Philippines.

## CLIENT ACCEPTANCE AND SIGNATURE

By signing below, the Client confirms that the contact details provided are accurate and authorizes EEVA Online to use them for service related communications.

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

Company Name: \_\_\_\_\_

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

WhatsApp Number: \_\_\_\_\_

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

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