

These terms and conditions outline the rules and expectations that apply to the services provided by Veronica Ford Consulting, Subsidiary of Aspire Inc. (The Company). They establish the rights, responsibilities, and obligations of both The Company, and the service recipient, (The Client)

Service Delivery: All services under this agreement will be delivered virtually and remotely using appropriate communication and collaboration tools. The client acknowledges that the nature of the services is primarily virtual, and physical presence or on-site work is not expected unless agreed upon.

Service Duration: Services will be available for the indicated term, typically ranging from 3-6 months or as determined in an outlined agreement for a customized plan. Services will not be continued beyond the term end date unless agreed in writing.

Unused Sessions/Project Time: For a la carte services, any unused sessions or project time will not be carried forward beyond the term end date. Utilization is at the client's discretion.

Project/Admin Requests: All project and administrative requests must be submitted using the client task assignment form. This ensures efficient delivery and assignment, as well proper record-keeping, and tracking of your requests.

Payment: For a la carte services: Payment must be made in full prior to the commencement of services or as agreed upon. For alternative payment methods, please contact us at billings@aspiretobegreat.com.

Confidentiality of Client's Proprietary Information: The consultant acknowledges that during the course of providing services, they may have access to the client's proprietary information. The consultant agrees to maintain strict confidentiality and not disclose, share, or as applicable use such proprietary information beyond fulfilling the agreed-upon services. This obligation of confidentiality shall continue even after the termination of the engagement.

Satisfaction Guarantee: We are confident in our ability to meet the deliverables outlined in the agreement and strive to provide high-quality services that exceed your expectations. While we recognize that individual preferences and expectations can vary, we are committed to working closely with you to ensure your needs are met. We assure you that we will dedicate our expertise, resources, and efforts to surpass your expectations. Throughout the service term, we will actively address any concerns or issues that may arise, working in close collaboration with you. Your satisfaction is our top priority, and we remain committed to delivering outstanding results for you.

Dispute Resolution: In the event of a dispute, both parties agree to engage in good faith negotiations to resolve the matter. If a resolution cannot be reached, arbitration or mediation may be pursued as a mutually agreed-upon alternative.

Refund & Cancellation Policy: For a la carte service options, cancellations of services can only be made within 48 hours of purchase. After this period, payments will be non-refundable. In the event of a cancellation, a service credit may be applied to your account, which can be used within a period of up to 6 months.

Client Responsibility: Clients are responsible for providing accurate and timely information necessary for the delivery of services. Failure to do so may result in delays or limitations in the service provided.

Consultant Illness: In the event that the consultant providing the services becomes unable to continue due to illness, incapacitation or unforeseen circumstances, clients will receive a refund for any unused hours beyond a three-month period. The consultant will make reasonable efforts to communicate any such circumstances and provide updates on the expected duration of the illness/matter.

Ownership of Tools, Resources, and Acquired Knowledge: The consultant may develop or utilize proprietary tools, resources, or insights during the engagement. All materials and information developed or shared by the consultant shall remain confidential and be used exclusively for the agreed-upon services. The consultant may retain and use the developed tools, resources, and knowledge for their professional purposes, provided it doesn't violate confidentiality or intellectual property rights of the client. The client's proprietary information will be handled with strict confidentiality and used solely for fulfilling the services outlined in this agreement, and this right extends beyond the termination or expiration of this agreement.

Limitations on Liability: The liability of the Company and its officers, directors, employees, agents, and affiliates (collectively referred to as "Company") for any claims arising from the services provided shall be limited to the amount paid by the client for the specific service(s) in question. The Company shall not be liable for any indirect, consequential, incidental, punitive, or special damages, including loss of profits, business interruption, or data loss, even if advised of the possibility of such damages. This limitation of liability applies regardless of the cause or theory of liability and survives the termination or expiration.

Confirmation of Review: By engaging in the services provided, you acknowledge that you have read, understood, and reviewed these terms and conditions, and you agree to comply with their provisions. Your engagement in the services constitutes acceptance of these terms.

