

# Terms of Service

VA Services by Lauren Nicole LLC\*\*

Last Updated: November 2025

## 1. Acceptance of Terms

By accessing our website, submitting a booking form, contacting us, or entering into a service agreement with VA Services by Lauren Nicole LLC, you acknowledge that you have read, understood, and agreed to these Terms of Service.

If you do not agree, please discontinue use of our services and website.

## 2. Services Provided

VA Services by Lauren Nicole LLC offers virtual assistant and business support services, which may include (but are not limited to):

- Social Media Management
- Lead Generation & Outreach
- Administrative Support
- Content Assistance & Copywriting
- Appointment Setting & Calendar Management
- CRM Support
- Email and Inbox Management
- Customer Support Assistance
- Other VA-related services as outlined in proposals or agreements

We reserve the right to modify, add, or discontinue services without prior notice.

## 3. Booking, Consultations & Client Onboarding

Submitting a form, message, or booking a call does not create a client relationship.

Work officially begins only after:

1. Your request is reviewed and accepted,
2. A formal proposal or service agreement is signed by both parties, and
3. Initial or full payment is received (as required).

We reserve the right to decline projects that are not a good fit.

## 4. Payments, Billing & Refund Policy

- All service fees will be defined in your proposal, invoice, or service agreement.
- Payments must be made on time to avoid delays in service delivery.
- All payments are final. We do not offer refunds for services already rendered, time spent, or digital products.

- Failure to pay on time may result in pause, suspension, or termination of services.
- Chargebacks or payment disputes filed without prior communication may result in immediate termination of services.

## 5. Client Responsibilities

Clients must:

- Provide accurate, complete information and access needed to perform the work
- Respond within reasonable timeframes
- Review, approve, or give feedback on deliverables promptly
- Ensure they comply with any platform rules (social media, CRM, ad accounts, etc.)

We are not responsible for delays or issues caused by:

- Missing or incorrect client information
- Locked, revoked, or restricted access
- Third-party platform outages or errors
- Client failure to respond or provide materials on time

## 6. Confidentiality & Data Protection

We maintain strict confidentiality with all client data, files, logins, and communications. Information will only be shared with subcontractors or partners when necessary to complete your project—and always under confidentiality.

We follow reasonable industry standards to protect your data; however, no system is completely secure. You agree to provide only information you are authorized to share.

## 7. Intellectual Property

- Upon full payment, clients own the final completed deliverables.
- Raw files, templates, drafts, or proprietary systems may remain the property of VA Services by Lauren Nicole LLC unless otherwise agreed.
- We may use non-sensitive, anonymized work samples (e.g., blurred screenshots, general results) for marketing or portfolio use unless you request otherwise in writing.

## 8. Results Disclaimer & Limitation of Liability

While we provide services with professionalism and reasonable skill, we do not guarantee specific outcomes such as:

- Lead quantity
- Revenue
- Engagement or follower growth
- Sales conversions
- Platform performance

**We are not liable for:**

- Losses caused by third-party platforms (MLM tools, CRMs, social media, ad networks, payment processors, etc.)
- Indirect, incidental, or consequential damages
- Delays caused by the client
- Unauthorized access due to client negligence

**Our maximum liability is limited to the amount the client paid for the service in dispute.**

## **9. Termination of Services**

**Either party may terminate services with written notice.**

- Fees already paid remain non-refundable.
- Work completed up to the termination date must still be paid.
- We reserve the right to end the partnership immediately for non-payment, abusive communication, unethical requests, or breach of terms.

## **10. Communication Policy**

**We communicate primarily through:**

- Email
- Slack (if applicable)
- Agreed project management tools

**Response times are stated in your agreement. Urgent requests require prior approval and may include additional charges.**

## **11. Third-Party Tools & Accounts**

**If your project requires use of third-party platforms:**

- You authorize us to access those accounts solely for work purposes.
- You remain responsible for fees, subscriptions, or platform restrictions.
- We are not responsible for downtime, bans, or platform policy changes.

## **12. Governing Law**

**These Terms are governed by and interpreted under the laws of the State of Mississippi, United States.**

**Any disputes shall be resolved through negotiation first, followed by mediation or arbitration if necessary, to avoid unnecessary legal costs.**

## **13. Changes to Terms**

VA Services by Lauren Nicole LLC reserves the right to update these Terms at any time.  
Updated versions take effect immediately upon posting on our website or notifying clients.

## **14. Contact Information**

For questions about these Terms, please contact:

VA Services by Lauren Nicole LLC

Email: [support@vaservicesbylh.com](mailto:support@vaservicesbylh.com)