



Agreement of Services

1. PARTIES OF AGREEMENT

This agreement is between the Client, _____, and the Service Provider, StyleSmart VA.

2. DESCRIPTION OF SERVICES

Service Provider will provide the following services service will begin within 48 hours of onboarding:

- Salon Virtual Front Desk.
- Client follow up.
- Client reminders.
- Respond to clients via email, social media, texting, and phone calls.
- Collect fees.
- Send invoices.
- Book appointments.
- Scheduling via Meta Business, social media and engagement with the salon's social media audience. StyleSmart VA's are not responsible for content creation.
- Client documentation.
- Additional training of Virtual Front Desk
- Software to manage account

3. SCHEDULE AND DAYS OFF

StyleSmart VA is available to provide services during normal business hours. Monday – Friday 9am – 6pm Saturday 9am-4pm, excluding Mexico's National Holidays:

- **January 1st**- New Years
- **February 1st** - Constitution Day (the official holiday is February 5 but the day off gets pushed to the first Monday of the month)
- **March 15**- Benito Juarez Day
- **April 1 & 2**- Maundy Thursday and Good Friday
- **May 1**- Labor Day
- **September 16**- Independence Day
- **November 2**- Day of the Dead
- **November 15**- Revolution Day
- **December 12**- Lady of Guadalupe Day
- **December 25**- Christmas Day



If Client's Virtual Front Desk is unable to work during a scheduled work day, a back-up Virtual Front Desk will be appointed by StyleSmart VA to fill in and complete that day(s) task. You will be notified via email or text message if the situation arises.

4. ONBOARDING FEE

Client agrees to pay a one-time Onboarding Fee of \$599 due before services are provided. If for any reason Client terminates agreement before services are rendered the onboarding fee is non refundable. Client will not be billed for hours during the onboarding process, service will start within 7 days of onboarding complete and billing will begin at that time. Training of your virtual front desk will not start until your onboarding has been completed and all things needed for StyleSmart VA to start services are set up.

5. PAYMENT FOR SERVICES

Client will be billed for the services at a rate of \$11 per hour with a minimum of 20 hours per week, for up to five books of service. Additional books are \$0.25 per hour per additional set of books. Changes to hours may be made with a written notice. Client will be invoiced on Saturdays for current weeks services, and will be due Net 7. The Client will not provide fringe benefits, including health insurance benefits, paid vacation, or any other employee benefit, for the benefit of Service Providers.

All transactions are based and calculated on the U.S. Dollar and you agree to pay us for all rates and charges. We accept all major credit cards. You are required to maintain a valid payment method on file with us at all times unless otherwise noted. By agreeing to these terms, you hereby authorize us to debit your credit card(s) to satisfy any and all amounts due to us.

Any payment(s) not received on the Due Date may be subject to a monthly Late Charge equal to 10% of the overdue balance to be invoiced on the Due Date of each subsequent week until payment has been received. We reserve the right to suspend and / or terminate your account if any amount is



overdue. A reinstatement fee of \$50 will apply to any account terminated due to either non-compliance with the terms of this agreement or non-payment. If a scheduled payment is ever declined, we may require pre-payment of excess utilization charges for future Service Cycles up to an amount equivalent to the highest monthly excess utilization charges owed within the previous 12 months; any excess pre-payment will be applied to future Service Cycles.

Accounts that remain overdue after 7 days may be forwarded to a payment collections service; any account forwarded to a payment collections service will incur a \$350 processing fee. We will also assess a \$250 fee to any Client who requests a chargeback or initiates a payment dispute that contradicts our Terms and Conditions in an attempt to avoid paying amounts that are rightfully owed to us.

If we receive a 14 days cancellation notice, we will no longer be responsible for any calls, SMS / text messages, chats, or emails that are forwarded to us, nor will we be responsible for responding to any inquiries made by your Customers after the date specified by the cancellation notice. Any unbilled charges for services rendered are also due at the time of termination. Pricing is subject to change and you will receive advanced notice via your email address on your account prior regarding any impending price adjustments.

6.APPOINTMENT BOOKING

All scheduling requirements must be up to date in salon and spa software. Each stylist or practitioner within your salon / spa should have their own unique schedule featuring their availability. Any unique parameters like pricing, custom durations, designations should be programmed into your software. If you have specific booking preferences that cannot be accommodated by your booking software, booking preferences must be submitted in writing.

7. TERM/TERMINATION

Either party may terminate this agreement upon 14 days written notice to the other party. Provided, however, that each party may terminate the Agreement immediately without prior notice in the event of a breach of this Agreement by the other party. Upon Termination, StyleSmart VA shall invoice Client for any payment due, and payment will be due immediately upon receipt.



8. SPECIAL PROVISIONS

9. NON-DISCLOSURE AND NON-SOLICITATION

Service Provider shall not directly or indirectly disclose to any person other than a representative of Client at any time either during the term of this Agreement or following the termination thereof, any confidential or proprietary information pertaining to Client, including but not limited to customer lists, contacts, financial data, sales data, supply sources, business opportunities for new or developing business, plans and models, or trade secrets.

10. NOTICES & COMMUNICATION

Any notice or other communication that either party gives relating to the Virtual Front Desk shall be made in writing and given either by hand, electronic mail, or first class recorded postal delivery to:

Client:

Email:

Address:

Service Provider: StyleSmart VA

Email: info@stylesmartva.com

Address: 6340 Lake Worth Blvd #110 Fort Worth TX, 76135



Once a quarter, you will have a meeting with the StyleSmart VA customer care team to discuss your salon needs in regards to the virtual front desk. Once we meet, we will send an email confirming all changes being made to your account and changes will take effect within a timeline outline by the email once we determine how long it will take to build out the process and train the virtual front desk staff with the updates. This time frame is usually within 7 days of the meeting.

Daily communication with your Virtual Front Desk will be through WhatsApp.

11. RELATIONSHIP OF PARTIES

It is understood by the parties that the Service Provider is an independent contractor with respect to the Client and not an employee of the Client.

12. LIABILITY

StyleSmart VA will not be liable for loss, damage or delay of Client's services due to circumstances beyond Service Provider's control. Such circumstances may include (but are not limited to) acts of God, public unrest, power outages, and inability to contact Client. In the event of such loss, damage or delay, the Service Provider will make every effort to notify the Client immediately.

13. SEVERABILITY

If a court finds any provision of this Agreement invalid or unenforceable, the remainder of this Agreement shall be interpreted as best to affect the intent of the parties.

Client -

Owner -

Date

Service Provider - StyleSmart VA

Owner

Date