

Terms and Conditions

Effective Date: December 12, 2025, 2025

Business Name: Stephanie Ulysse – Marketing & Administrative Services

Service Provider: Stephanie Ulysse (“Service Provider,” “we,” “us”)

Client: Any individual or entity engaging services (“Client,” “you”)

1. Acceptance of Terms

By accessing this website, submitting a service request, signing an agreement, or submitting payment, you acknowledge that you have read, understood, and agreed to be bound by these Terms and Conditions, along with our Privacy Policy and Legal Notice.

2. Services Provided

Stephanie Ulysse – Marketing & Administrative Services provides remote administrative support, marketing support, business operations assistance, and professional document services. Services are customized and may include, but are not limited to:

- Administrative and virtual assistant services
- Marketing support and content assistance
- Business operations support
- Professional documents (resumes, proposals, SOPs, presentations)

We do **not** provide legal, tax, accounting, or financial advisory services.

3. Independent Contractor Relationship

The Service Provider operates as an **independent contractor**. Nothing in this agreement creates an employment, partnership, joint venture, or agency relationship between the Client and the Service Provider.

4. Client Responsibilities

The Client agrees to:

- Provide accurate, complete, and timely information

- Respond promptly to requests for clarification or materials
- Ensure all content and data provided is lawful and owned or properly licensed

Delays caused by the Client may result in adjusted timelines and are not grounds for refunds.

5. Payment Terms

- Payment is required **in advance**, unless otherwise agreed in writing
- Pricing may be hourly, monthly, project-based, or a combination
- Invoices are due upon receipt

Late Fees

Invoices unpaid after **7 calendar days** may incur a late fee of **10% of the outstanding balance**. Services may be paused until payment is received.

6. Refund Policy

All payments are **non-refundable once services have commenced**, except under the following limited condition:

Refund Exception – Failure to Complete

If the Service Provider fails to substantially complete the agreed task(s) within **seven (7) calendar days** of the agreed deadline **due solely to the Service Provider's fault**, the Client may request:

- A partial or full refund for incomplete services, **or**
- A service credit toward future work

Refunds do **not** apply to delays caused by:

- Client inaction or late responses
- Incomplete or incorrect information
- Scope changes or additional requests
- Third-party platform issues

Refund decisions are at the discretion of the Service Provider.

7. Scope of Work & Revisions

Services are limited to the agreed scope outlined in proposals or invoices. Additional requests outside the original scope require written approval and may incur additional fees.

8. Confidentiality

All client information is treated as confidential and will not be disclosed except as required to perform services or by law. Clients agree to maintain confidentiality regarding proprietary methods, processes, and materials of the Service Provider.

9. Intellectual Property

Unless otherwise stated in writing:

- Final deliverables become the Client's property **after full payment**
 - The Service Provider retains the right to use non-confidential work samples for portfolio or marketing purposes
 - Unauthorized use of deliverables prior to full payment is prohibited
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10. Limitation of Liability

To the fullest extent permitted by law:

- The Service Provider's liability is limited to the amount paid for the specific services rendered
 - We are not liable for indirect, incidental, or consequential damages
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11. Termination of Services

Either party may terminate services with written notice. The Client remains responsible for payment for work completed up to the termination date.

12. Force Majeure

The Service Provider is not liable for delays or failure to perform due to circumstances beyond reasonable control, including but not limited to natural disasters, power outages, internet disruptions, or illness.

13. Governing Law

These Terms and Conditions are governed by and interpreted in accordance with the laws of the **State of Georgia**, without regard to conflict of law principles.

14. Updates to Terms

These Terms and Conditions may be updated periodically. Continued use of services constitutes acceptance of the revised terms.

15. Contact Information

For questions regarding these Terms and Conditions, contact:

Stephanie Ulysse

Marketing & Administrative Services

 Stephbeez@outlook.com
