Terms & Conditions

Paisley Virtual Solutions, LLC

Effective June 20, 2026

1. About These Terms

These Terms & Conditions (the "Terms") apply to all services provided by Paisley Virtual Solutions, LLC, a Montana limited liability company ("PVS," "we," "us"), to its clients ("Client," "you"). You agree to these Terms when you sign a Client Service Agreement with PVS, or when you book or pay for any PVS service.

Your Client Service Agreement lists your package, rate, start date, and any terms specific to you. If your Client Service Agreement and these Terms conflict, your Client Service Agreement controls.

2. Services

PVS provides virtual administrative and personal assistance services, such as inbox and calendar management, travel planning and booking through your own accounts, research, data entry, purchasing, personal and household administration, social media scheduling, and general administrative support.

PVS is not a travel agency and does not provide legal, tax, accounting, or financial advice. Decisions about your business, finances, travel, and purchases remain yours. PVS carries out tasks based on your instructions.

3. Packages and Hours

- **Monthly packages** (Basic, Executive, and Premium) include a set number of hours each calendar month. Hours reset on the 1st of each month. Unused hours expire at the end of the month and are not refunded, credited, or carried over.
- **One Task Package** hours do not expire.
- **Additional hours** beyond your package are billed at the hourly rate stated in your Client Service Agreement. If you regularly need more hours, upgrading your package may cost less.
- **Package changes** take effect on the 1st of the month after you request them.
- Your package reserves time for your work. It does not guarantee availability throughout business hours. PVS schedules your tasks within your package hours and completes them by the agreed deadlines.

4. Business Hours and Communication

- PVS operates **Monday through Friday, 8 am to 5 pm Mountain Time**.
- Messages received during business hours are answered within one business day. Messages received outside business hours are answered the next business day.

- Night and weekend work is reserved for urgent situations, at PVS's discretion.
- Please schedule meetings and video calls in advance so PVS can give your business its full attention.
- PVS will email current clients ahead of any vacation days or holidays that fall during normal business hours.

5. Fees, Invoicing, and Payment

- Invoices are sent by the 1st of each month. Payment is due within **5 days** of receipt unless other arrangements are agreed in writing.
- Payment instructions are included on each invoice.
- If payment is late, PVS may pause all work until your account is current.
- Unpaid balances are subject to a late fee of **5% per month** on the outstanding amount, beginning the first day after the due date.
- PVS may change its rates with **30 days'** written notice. Email counts as written notice.

6. Collection of Unpaid Invoices

If any invoice remains unpaid more than thirty (30) days after its due date, PVS may pursue all available legal remedies to collect the balance. Before taking legal action, PVS will make reasonable efforts to contact you about the outstanding amount. If the matter goes to collection or litigation, you agree to pay all reasonable attorney's fees, court costs, and collection expenses PVS incurs to recover the unpaid amount.

7. Your Responsibilities

You agree to provide the information, instructions, approvals, and account access PVS needs to complete your work on time, and to confirm that information is accurate. Deadlines may shift if information or approvals arrive late.

Approval of work. Once you accept completed work, you are responsible for how it is used afterward. PVS is not responsible for errors in work, or in projects that rely on it, after you have accepted it.

8. Account Access and Client Data

- PVS works through your own accounts (for example email, calendars, travel, and purchasing sites). PVS will use your logins and account access only to perform your work.
- Where possible, please grant access through delegated or shared-access features or a password manager rather than sending passwords by email or text.
- PVS will not make purchases or payments on your behalf without your approval.

- When services end, PVS will remove its access where it can, and will delete your passwords, files, templates, and other materials from PVS computers and applications. You are responsible for changing your passwords once services end.

9. Confidentiality

PVS may receive or have access to information about your past, present, or future business, finances, personal or household matters, products, vendors, clients, creative works, marketing strategies, and projects or proposals. PVS will keep this information confidential, will use it only to provide your services, and will not share it with anyone without your permission unless required by law. This applies to information shared before or after you sign your Client Service Agreement, and it continues after services end.

10. Portfolio Use

PVS will display work created for you in its portfolio or marketing **only with your written permission**, given in your Client Service Agreement or by email. Confidential information will never be displayed.

11. Ownership of Work

Once your invoices for the work are paid in full, work created specifically for you belongs to you. Until then, PVS retains ownership. PVS keeps ownership of its own templates, processes, tools, and know-how used to provide services.

12. Independent Contractor

PVS is an independent contractor, not your employee. PVS is responsible for paying all federal, state, and local taxes on the income it earns from your services.

13. Limitation of Liability

PVS will perform its services with reasonable care. To the fullest extent allowed by law:

- PVS's total liability for any claim related to its services is limited to the fees you paid PVS in the **one (1) month** before the event that gave rise to the claim.
- PVS is not liable for indirect, incidental, or consequential damages, including lost profits, lost data, or lost business opportunities.
- PVS is not responsible for errors, outages, policy changes, or charges caused by third parties, including airlines, hotels, vendors, software platforms, and payment processors.

14. Cancellation

- Either you or PVS may end services at any time, for any reason, by notice in writing. Email is acceptable.

- You are responsible for payment for all work performed and all expenses incurred through the date services end.
- Monthly package fees already invoiced for the current month are not refunded.
- If you cancel a project after it is complete, you are responsible for full payment at the agreed rate plus all expenses incurred.

15. Governing Law

These Terms and your Client Service Agreement are governed by the laws of the State of Montana. Any legal action related to PVS services will be brought in the state courts located in Cascade County, Montana.

16. Changes to These Terms

PVS may update these Terms from time to time. The current version, with its effective date, will always be posted at paisleyvirtualsolutions.com/terms. For current clients, changes take effect 30 days after PVS emails notice of the change. Continuing to use PVS services after that date means you accept the updated Terms.

17. General

If any part of these Terms is found unenforceable, the rest remains in effect. PVS's choice not to enforce any part of these Terms is not a waiver of its right to do so later.

18. Contact

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