

## Terms and Conditions

### i. Confidentiality

We give high priority on the protection of the basic rights of our clients particularly their identities thus we hold every bit of information such as their names, company names, addresses, and contact details, exceedingly confidential. Unless otherwise permitted by the client for partnership, reference, and advertising purposes, we may disclose only the name of the company or a link to that company's website. Together with their identities, we hold all information that will be used for the execution and completion of a project disclosed to us to be confidential. From time to time, we make references to a client but use aliases so to hide their real identity.

### ii. Copyright Agreement

All works given by the client for the purpose of execution and completion of the project that was created prior to the imposition of these terms and condition shall remain a property of the client, thus copyright is rightfully respected by **VIRTUAL PA**. The same way, any works used by **VIRTUAL PA** for the execution and completion of the project under the name and property of the company shall remain at said status and must not be apprehended sold to the ownership of the client. However, all works that was not originally published and owned by **VIRTUAL PA** but are included in the project requested by the client shall be owned by the client upon delivery of such work. Any disputes or demands that may arise on the purchased work shall be held against the client and not by **VIRTUAL PA** as the ownership has been transferred by virtue of this terms and conditions.

### iii. Access to the Terms

These Terms and Conditions will be effective once initial payment has been made with **VIRTUAL PA** for your virtual task. This agreement will terminate without notice once the service has been finished and all terms and clauses incorporated in this agreement have been fully executed or at a specified date that may be indicated in a separate agreement made by the client with the **VIRTUAL PA**. Likewise, either party may make terminate the agreement for any reason that may be stipulated legally by the demanding party. However, such termination must be made with prompt notice to the other party.

### iv. Service Execution and Time Frame

Services are expected to be carried out during business hours only. **VIRTUAL PA**'s staffs work on 8 hours shift. "Business hours" is with respect to the normal working hours in the client's time zone. Our staff's works Monday to Friday with the exception of bank or public holiday in the client's location. If you require work at weekends/ holidays we charge time and a half, and on public holidays double time. Please note that this service must be booked in advance.

The completed work will be delivering to the client by email, post, or special delivery in accordance with the client's requirements. The complexity of the task may also be a factor in determining the turn out time and the delivery of the output. The company will duly notify client if a project or task has become so extensive that the delivery will not be made in the timeframe.

All information and instructions that are needed for a particular project or task must be addressed to the client's virtual assistant. All issues pertaining to service rates, holidays, payment adjustments, and other questions other than the ongoing project must be addressed to the client's virtual assistant. Primarily, the virtual assistant assigned to a client is the main contact person of the client.

### v. Miscellaneous Terms

- **Virtual PA** reserves the right to refuse work if deemed to be illegal or immoral.
- All work will remain on file for a period of 6 months after which time it will be deleted/destroyed unless specifically instructed otherwise by the client.

- Responsibility for final inspection of the completed work lies with the client. Errors should be notified within 7 days from receipt. Errors or omissions generated by **Virtual PA** will be corrected free of charge.
- Quotations for specific projects will be made on the basis of information supplied by the client. All other related charges pertaining to completing the task will be clearly stated in client quotations. A 50% deposit will be required prior to commencement of project work. All quotations will be valid for 30 days.
- **Virtual PA** reserves the right to submit a revised quotation should the client's original requirements alter both before commencement of the work or during the assignment.
- In the case of termination of tasks/services, please provide us with a written notice via email or any online medium, 2 days earlier or else the 50% deposit are not refundable.
- An invoice will be submitted to clients through email together with the final quotation agreed by both parties.
- Full payment must be made in order to allow full accessibility to your final output.
- Failure to pay within 7 days will result in interest being charged at the rate of RM20 per day on outstanding balances.
- **Virtual PA** reserves the right to increase prices with prior written notice to all existing clients.