



7.8 Guarantee Within First 30 Days

The thirty (30) day guarantee period shall commence as of the effective date of this Agreement (the “Agreement Date”).

Client shall have an affirmative obligation to notify Virtual Construction Assistants (“VCA”) in writing via email within thirty (30) calendar days of the Agreement Date if Client is dissatisfied with the Services or the assigned Virtual Assistant, stating the grounds for dissatisfaction with reasonable specificity.

Provided that Client delivers such written notice within the thirty (30) calendar day period, VCA shall, at Client’s election:

- A) Terminate services and issue a full refund of the One-Time Fee; or
- B) Provide a replacement Virtual Assistant at no additional cost.

Client’s election under (a) or (b) above is irrevocable once communicated to VCA in writing.

If Client fails to provide written notice within said thirty (30) calendar day period, Client shall be deemed to have accepted the Services and no refund or replacement shall be owed.

Client may not request a replacement and subsequently request a refund unless the request for refund is made within the same thirty (30) calendar day period from the Agreement Date. Any request for refund made after such period shall be denied.

All replacement candidates shall be sourced and managed by VCA’s recruitment team. The assigned Sales Associate may remain involved in an oversight capacity; however, the recruitment team shall retain full responsibility and control over the replacement process and candidate selection. VCA shall use commercially reasonable efforts to provide a replacement. The guarantee period does not reset or extend upon replacement.

Notwithstanding the foregoing, all weekly service fees remain non-refundable under all circumstances.