

LIGHTHOUSE DESK

Client Service Agreement

This agreement explains the basic terms for working with Lighthouse Desk (“Lighthouse Desk”), an independently owned sole proprietorship. Your specific project, tasks, and deliverables will be confirmed separately in writing.

1. Your Service

Lighthouse Desk provides remote administrative, business, operations/logistics, and business-systems support.

Before work begins, we will confirm the requested work and scope in writing. Work outside that scope requires your approval.

2. Starter Block

Your 5-Hour Business Support Starter Block costs \$150 prepaid.

- Valid for 60 calendar days from purchase.
- Tracked in 15-minute increments.
- Will never be exceeded without your approval and payment for additional time.
- You will receive a notice when approximately 1 hour remains.

Unused hours expire after 60 days unless Lighthouse Desk provides a written extension.

3. When Work Begins

Payment alone does not start billable time.

Before billable work begins, Lighthouse Desk will send you a written “Work Started” notice. Time spent reviewing your instructions, files, or systems for the approved project after that notice is billable.

4. Cancellation & Refunds

You may cancel for a refund before work begins.

After work begins, prepaid service is generally non-refundable.

If you need to stop temporarily, you may pause the project and use your remaining hours on the same project before the original 60-day expiration date.

If you permanently cancel after work has begun, we’ll explain the effect of cancellation and offer the pause option before closing your service block.

5. Your Information & Access

We will treat your business information as confidential and request only the access reasonably necessary to complete your work.

We will not use your confidential information, documents, screenshots, business name, or project details for advertising, social media, case studies, or training without permission.

Confidential Client information will not be entered into external AI systems by default.

You are responsible for having authority to provide the files, information, accounts, and access you give us and for maintaining backups of your original business data.

6. Your Work & Our Tools

After full payment, you own the final custom deliverables created specifically for your project.

Lighthouse Desk retains ownership of its existing templates, methods, frameworks, systems, reusable tools, automation components, processes, and know-how.

7. Corrections & Changes

You have 10 calendar days after delivery to report an error or request an in-scope revision.

If Lighthouse Desk made an error within the agreed scope, we'll correct it without charging additional service time.

Preference changes, additions, new requests, or changes to correctly completed work are billable. Material changes to the original project may require a new scope.

8. Communication & Timing

Standard service is remote and written-first.

Routine work generally targets approximately 1–3 business days, depending on scope, workload, priority, and available hours.

Standard service does not include guaranteed same-day, emergency, on-call, or 24/7 availability.

Phone/video meetings are optional and billed separately at \$45/hour with a 30-minute minimum.

9. Responsibility

Lighthouse Desk will perform approved work with reasonable care and professionalism but cannot guarantee particular financial, sales, productivity, or other business results.

To the extent permitted by law, Lighthouse Desk's total liability for a service/project is limited to the amount you paid for the service/project giving rise to the claim.

10. Ending the Relationship & Disputes

Either party may end the working relationship subject to the payment, cancellation, and refund terms above.

Lighthouse Desk may immediately refuse or stop work involving illegal activity, fraud, threats, intentional security violations, or other serious misuse.

If a disagreement occurs, we'll first try to resolve it in writing within 10 business days. If we cannot resolve it, the next step is mediation before court or small-claims proceedings, unless urgent legal action is necessary.

Governing Law. This Agreement is governed by the laws of the State of California, without regard to its conflict-of-law principles. Any court proceeding arising from this Agreement will be brought in a court of competent jurisdiction in California, unless the parties agree otherwise in writing or applicable law requires otherwise.

Acceptance

By signing below, you confirm that you have read and agree to this Lighthouse Desk Client Service Agreement and have authority to accept it.

☐ I have read and agree to the Lighthouse Desk Client Service Agreement.

Client / Business	_____
Name	_____
Electronic Signature	_____
Date	_____