

7-DAY FREE TRIAL AND VIRTUAL ASSISTANCE AGREEMENT

1. COMPANY INFORMATION & PURPOSE OF AGREEMENT

This Agreement is entered into by and between Amaze Tech Solutions (ATS), a premier virtual assistance and technology services provider, and the Client signing below. The purpose of this Agreement is to establish the terms under which ATS will provide remote professional administrative, technical, and virtual support services to the Client on a trial and subsequent ongoing contractual basis.

2. SERVICES & SCOPE OF WORK

ATS provides scaled, reliable virtual assistant staffing, data processing, customer support, and administrative workflow optimization. The exact scope of deliverables during the trial period and subsequent active billing cycles shall align strictly with the functional categories authorized by the Client on Page 2 of this document.

3. 7-DAY FREE TRIAL, NO SETUP FEE & NO OBLIGATION

ATS grants the Client a 7-Day Free Trial to evaluate service quality, communication velocity, and operational fit. There are absolutely no setup fees required to initiate this trial. This evaluation period carries no obligation; the Client may choose to discontinue services at any point prior to the expiration of the 7th calendar day without incurring any service charges or placement penalties.

4. SYSTEM ACCESS & AUTHORIZATION

To facilitate support, the Client grants ATS personnel temporary, credentialed access to specified platforms, software, communication servers, or cloud repositories. All access protocols must follow modern access control principles, utilizing dedicated sub-accounts or secure credential managers wherever practical.

5. DATA SECURITY, CONFIDENTIALITY & PRIVACY HANDLING

ATS implements stringent corporate safeguards to maintain operational privacy and prevent unauthorized data disclosures. **Client Data Ownership:** The Client retains exclusive, absolute proprietary rights to all data, credentials, and operational materials provided to ATS. ATS treats all information processed as strictly confidential and handles data in alignment with leading information security standards. **HIPAA Compliance Note:** Where applicable to protected health information, ATS operates under standard Business Associate guidelines to ensure appropriate electronic security measures.

6. ATS & CLIENT RESPONSIBILITIES

- **ATS Responsibilities:** Deploy qualified, vetted personnel; maintain secure local infrastructure; and provide consistent activity documentation.
- **Client Responsibilities:** Provide timely instructions; maintain platform access; and promptly report security modifications.

7. WORKING HOURS, AVAILABILITY & MONITORING

ATS structures staffing resources based on selected Client coverage preferences, spanning standard regional business hours up to continuous 24/7/365 coverage support. To ensure operational transparency and metric-driven visibility, ATS utilizes auditable internal tracking systems to document tasks, active times, and system interactions accurately.

8. THIRD-PARTY SYSTEMS & SOFTWARE

The Client is solely responsible for acquiring, licensing, and paying fees for any external, third-party software applications, CRMs, or phone systems required by the Client's business workflow for ATS assistants to utilize.

9. TRIAL COMPLETION, CONTINUATION & TERMINATION

Upon completion of the 7-day trial, services will automatically transition into a standard paid billing structure unless the Client delivers written notice of termination prior to expiration. Upon termination by either party, ATS will immediately cease operations, forfeit system access, and cleanly purge or return all active Client login records or datasets.

10. LIABILITY LIMITATION, GOVERNING LAW & ACCEPTANCE

Limitation of Liability: ATS provides services on an 'as-is' basis during evaluation; cumulative liability for any operational errors or omissions is capped at the total amount paid by the Client during the immediate billing period.

CLIENT CONTROL & AUTHORIZATION ADDENDUM

This control page acts as explicit written authorization for operational parameters. Please check applicable options below to configure your workforce framework.

A. SERVICES AUTHORIZED (Check all that apply)

- ☐ General Administrative Support (Email, scheduling, file organization, travel coordination)
- ☐ Customer Relationship Management (CRM entry, pipeline updates, lead tracking)
- ☐ Front-Line Customer Support (Inbound calls, live chat management, ticket response)
- ☐ Technical Assistance (Basic website edits, IT configuration support, data migrations)

B. SYSTEM & ACCESS AUTHORIZATION LEVEL

☐ Full Enterprise Credentials: Authorizes separate enterprise system profiles to be provisioned for ATS.

☐ Shared / Password Manager Access: Access granted strictly via restricted session managers (e.g., LastPass).

☐ Read-Only Operational View: Restricted visual access only; no destructive edit permissions allowed.

C. WORKING HOURS & COVERAGE WINDOW

☐ Standard U.S. Business Hours (8:00 AM – 5:00 PM, All time Zones Monday through Friday)

☐ Extended Coverage Requirements (After-hours coverage, evening maintenance, weekend workflows)

☐ 24/7/365 Continuous Staffing (Continuous rotating shifts across calendar days for global support)

D. MONITORING & CONFIDENTIALITY ACKNOWLEDGMENTS

☐ Active Monitoring Consent: Client authorizes background activity tracing and secure work session transparency reports.

☐ Data Handling & Privacy Sign-off: Acknowledges ATS privacy safeguards and standard internal storage clean-up rules.

☐ 7-Day Trial Seamless Continuation Agreement: Authorizes transition to recurring subscription upon trial completion.

E. CLIENT SIGN-OFF & OPERATIONAL ACTIVATION

By signing below, the Client certifies that all custom configurations chosen above accurately represent the desired scope of access and authorized workforce constraints for this trial deployment.

Governing Law: This Agreement shall be construed under the laws of the United States, without regard to conflict of law principles.

Agreement Acceptance: By signing below, both parties formally accept the terms of this document.

Amaze Tech Solutions Authorized Signatory:

Client Authorized Signatory:

Signature: _____

Signature: _____

Date: _____

Date: _____

Client Company Name: _____

Authorized Name & Title: _____