



RADIANT BUSINESS SOLUTIONS

Radiant Business Solutions Terms & Conditions

Effective Date: September 1, 2024

Welcome to Radiant Business Solutions! These Terms & Conditions ("Agreement") govern the relationship between Radiant Business Solutions ("Company," "we," "us," or "our") and our clients ("Client," "you," or "your"). By engaging our services, you agree to the following terms:

1. Services

Radiant Business Solutions provides virtual assistant services, including but not limited to transaction coordination, listing coordination, marketing support, and administrative tasks for real estate agents and brokers. The scope of services will be defined in a separate Service Agreement or proposal.

2. Service Delivery

We will perform all services in a professional manner. Specific deliverables, timelines, and responsibilities will be mutually agreed upon at the start of each project. Any additional services requested beyond the agreed scope may incur extra fees.

3. Client Responsibilities

To ensure the effective completion of our services, the Client agrees to:

- Provide timely access to required documentation, tools, and platforms.
- Respond promptly to requests for information or feedback.
- Abide by all local and state real estate regulations.

4. Payment Terms

- **Fees:** The fees for services will be outlined in the Service Agreement.
- **Payment Schedule:** Invoices will be sent on a bi-weekly basis, or as otherwise agreed.
- **Late Payments:** Payments not received within 15 days of the due date may incur a 10% late fee.
- **Refund Policy:** We do not offer refunds for completed services. If the Client wishes to terminate the service, a notice must be provided 30 days in advance, and any outstanding work will be invoiced.

5. Confidentiality

Both parties agree to keep any confidential information shared during the course of the project secure. Confidential information may include, but is not limited to, client records,

transaction details, marketing strategies, and proprietary information. This confidentiality obligation will continue even after the termination of this Agreement.

6. Intellectual Property

All materials, documents, or deliverables created by Radiant Business Solutions during the course of service will remain the property of the Company until full payment is received. Once paid in full, ownership will be transferred to the Client, unless otherwise agreed upon.

7. Liability

Radiant Business Solutions shall not be held liable for any indirect, incidental, or consequential damages arising out of or related to the services provided. Our liability is limited to the total amount paid for the services in question.

8. Termination

Either party may terminate this Agreement with 30 days written notice. Upon termination, Radiant Business Solutions will complete any ongoing work and invoice the Client for all outstanding services.

9. Force Majeure

Radiant Business Solutions will not be held liable for delays or failures to perform services due to causes beyond our reasonable control, including but not limited to natural disasters, acts of God, or disruptions in telecommunications.

10. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of Oklahoma, without regard to its conflict of law provisions.

11. Amendments

Radiant Business Solutions reserves the right to amend these Terms & Conditions at any time. Clients will be notified of any changes, and continued use of our services following the update constitutes acceptance of the new terms.

12. Dispute Resolution

In the event of any dispute arising out of or related to this Agreement, both parties agree to attempt to resolve the dispute through good faith negotiations. If the dispute cannot be resolved, it shall be submitted to binding arbitration in Tulsa County, Oklahoma.

13. Contact Information

For any questions or concerns regarding these Terms & Conditions, please contact us at:

- Email: info@theradiantsolution.com
- Phone: 918.417.2734
- Address: 30 N Gould St, Suite R | Sheridan, WY 82801