



# **AdminJim – Terms of Business**

## **1. Overview**

AdminJim provides automation systems designed to reduce administrative workload and improve efficiency across enquiries, quotes, job tracking, invoicing, and communication.

## **2. Scope of Services**

Services may include:

- Missed call follow-up automation
- Enquiry capture systems
- Quote creation and tracking
- Live job tracking (status-based)
- Invoice generation
- Review request automation

Services are tailored per package level and based on agreed setup.

## **3. Client Responsibilities**

To ensure the system works effectively, the Client must:

- Provide accurate and complete information
- Engage with the system consistently
- Respond to customer enquiries where required
- Maintain any linked third-party accounts

The system relies on correct usage. Poor input or lack of engagement will reduce effectiveness.

## **4. What is Not Included**

Unless agreed in writing, AdminJim does not provide:

- Manual handling of enquiries or customer communication
- Ongoing data entry on behalf of the client
- Business decision-making or operational management
- Marketing strategy or sales responsibility



## **5. Onboarding**

Onboarding includes:

- Initial setup of agreed systems
- Basic configuration and testing
- Handover and guidance

Additional setup requests outside the agreed scope may be chargeable.

## **6. Ongoing Service**

Ongoing services include:

- Maintenance of existing workflows
- Minor adjustments where required
- Support for system-related issues

Significant changes, rebuilds, or additional features may be chargeable.

## **7. Support**

AdminJim provides reasonable support during working hours

Support includes:

- Fixing issues within the system
- Guidance on usage

Support does not include:

- Rebuilding systems due to client changes
- Training beyond initial onboarding (unless agreed)

## **8. Changes & Additional Work**

Any requests outside the agreed scope may:

- Be quoted separately
- Be added to monthly billing
- Require additional setup time



## **9. Third-Party Accounts**

AdminJim will maintain third-party account and monthly charges are included in AdminJim's charges. Clients are responsible for maintaining their own accounts where required, including:

- Google
- Twilio
- Stripe
- Zite / Fillout
- Any other integrated platforms

## **10. Payments**

Setup fees are paid upfront

Monthly services are billed in advance

Late payments may result in service suspension

## **11. Cancellation**

A minimum of 1 month's written notice is required

Services continue during the notice period

## **12. System Usage**

The system is designed to support your business operations. The Client is responsible for ensuring that all information, messages, instructions, prompts, customer data, and other inputs entered into or sent through the AdminJim system are appropriate, lawful, accurate, and professional.

The Client must not use the system to create, process, send, store, or distribute content that is abusive, offensive, discriminatory, threatening, harassing, defamatory, unlawful, misleading, or otherwise inappropriate.

AdminJim is not responsible for any content entered into the system by the Client, their staff, users, customers, or third parties acting on their behalf.

Where unsuitable, abusive, offensive, or unlawful content is entered into or processed through the system, the Client remains fully responsible for any consequences, complaints, losses, regulatory issues, or claims that may arise.



AdminJim reserves the right to suspend, restrict, or terminate access to the system where it reasonably believes the system is being used inappropriately, unlawfully, or in a way that may cause harm to AdminJim, the Client, customers, or third parties.

It is the Client's responsibility to:

- Monitor outputs
- Take appropriate action
- Ensure correct use
- Ensure appropriate content

### **13. Acceptance**

By engaging AdminJim services, the Client agrees to these Terms of Business.