

Virtual Assistant Staffing Services

TERMS & CONDITIONS

Service Group Includes: Customer Service Reps, Client Relations Reps, Graphic Designers, Virtual Store Managers, Digital Marketers, Developers, SOC Analysts, and other remote professionals provided through Trust-OS.

Last Updated: January 5, 2025

1. Scope of Engagement

Trust-OS will assign one or more virtual assistants (VAs) to the client based on the required job role(s), skill sets, and agreed working hours or deliverables.

2. Roles & Responsibilities

Trust-OS ensures that all VAs meet minimum professional qualifications. Specific responsibilities, KPIs, and tools will be defined during onboarding. Clients must provide:

- Necessary account and system access
- Onboarding documents or SOPs if applicable
- Direct supervisor or point of contact

3. Work Hours & Time Tracking

VA working hours are based on the selected service package (e.g., part-time, full-time, hourly task-based).

Trust-OS uses time-tracking and performance monitoring tools where applicable, and clients receive weekly reports or real-time dashboard access.

4. Performance Management & Replacement

If performance issues arise, clients may request a replacement VA at no extra charge (limit: [1] replacement requests per quarter). Trust-OS reserves the right to reassign staff based on operational needs or emergencies with 48-hour notice.



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5. Confidentiality & Data Protection

All VAs are under binding NDAs. Client information, passwords, and business data will be handled with strict confidentiality and only used for authorized purposes.

6. Billing & Payment

- Monthly billing applies to most packages, unless otherwise agreed (e.g., hourly billing).
- Late payments may result in service suspension after a 5-day grace period.
- Additional tasks outside the original scope may require upgraded packages or add-on charges.

7. Termination & Notice

Either party may terminate with [15 to 30 days] written notice. All outstanding work, reports, and credentials must be handed off before disengagement is considered complete.

8. Limitations & Liability

Trust-OS is not liable for client-side errors, third-party platform issues, or business losses resulting from decisions made based on VA work. VAs operate under client guidance unless part of a fully managed solution package.

Trust-OS Management

