

## Edsari Integrated Services Policies

### 1. Service Agreement

By engaging with Edsari Integrated Services, customers agree to the terms outlined in our service agreement. This agreement defines the scope of services, expectations, and deliverables.

### 2. Payment Terms

All services require upfront payment unless otherwise specified. Payments can be made through the accepted payment methods listed on our website. Invoices will be issued upon receipt of payment.

### 3. Cancellation and Refund Policy

Customers may cancel services with at least 48 hours' notice for a full refund. Cancellations made less than 48 hours prior to the scheduled service will incur a cancellation fee of 50%. No refunds will be provided for services already rendered.

### 4. Confidentiality

Edsari Integrated Services is committed to maintaining the confidentiality of all customer information. We will not share personal or organizational data with third parties without prior consent.

### 5. Customer Responsibilities

Customers are responsible for providing accurate information and necessary materials for the successful delivery of services. Edsari Integrated Services is not liable for any issues arising from incomplete or inaccurate information provided by customers.

### 6. Feedback and Communication

We encourage open communication and feedback throughout the engagement process. Customers can reach out via email or phone for any questions or concerns regarding services.

### 7. Modifications to Services

Any modifications to the agreed-upon services must be discussed and agreed upon in writing. Changes may affect the timeline and costs associated with the project.

### 8. Dispute Resolution

In the event of a dispute, both parties agree to resolve the issue amicably through discussion. If a customer expresses dissatisfaction with the services provided, Edsari Integrated Services will assess the situation and may decide to issue a refund, refrain from issuing a refund, or deny further services at its discretion.

### 9. Limitation of Liability

Edsari Integrated Services shall not be held liable for any indirect, incidental, or consequential damages arising from the use of our services.

### 10. Policy Updates

These policies may be updated periodically. Customers are encouraged to review the policies regularly on our website.

### 11. Service Denial Policy

Edsari Integrated Services reserves the right to deny service to any customer whose conduct is deemed inappropriate or abusive.

Customer Name  \_\_\_\_\_ Signature  \_\_\_\_\_

Date: \_\_\_\_\_ Edsari Integrated Services Representative: Erika Buenrostro