

# Terms of Service

## VeraFide Staff Global Solutions

**Effective Date:** May 2026

**Last Updated:** May 2026

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### 1. Introduction

Welcome to VeraFide Staff Global Solutions (“Company,” “VeraFide Staff,” “we,” “our,” or “us”).

These Terms of Service (“Terms”) govern access to and use of our website, services, systems, communications, and business operations.

By accessing our website, engaging our services, communicating with our team, or entering into agreements with VeraFide Staff Global Solutions, you agree to comply with these Terms.

If you do not agree with these Terms, you should not use our services.

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### 2. Company Overview

VeraFide Staff Global Solutions is a global outsourcing and remote operations company providing professional business support services, including but not limited to:

- Remote workforce solutions
- Virtual assistance
- Back-office operations
- Customer support services
- Ecommerce operations support
- Project management assistance
- Digital marketing support
- CRM management
- AI data annotation and training support
- Data processing and moderation services
- Custom operational support solutions

Service scope may vary depending on client agreements, contracts, and project requirements.

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## 3. Eligibility

By using our services, you confirm that:

- You are legally capable of entering binding agreements
  - You represent a legitimate business or authorized organization where applicable
  - Information provided to us is accurate and truthful
  - You will not use our services for unlawful activities
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## 4. Service Agreements

Specific services may require:

- Separate contracts
- Statements of work (SOW)
- Service level agreements (SLAs)
- Proposals
- Custom agreements
- NDAs/confidentiality agreements

In the event of conflict between these Terms and a signed client agreement, the signed agreement shall prevail.

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## 5. Scope of Services

VeraFide Staff provides operational and outsourcing support services.

We reserve the right to:

- Refuse projects
- Decline high-risk requests
- Modify workflows
- Adjust delivery structures
- Assign internal personnel
- Improve operational systems

Clients acknowledge that outsourcing services may involve collaborative workflows and evolving operational requirements.

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## 6. Client Responsibilities

Clients agree to:

- Provide accurate information
- Respond within reasonable timeframes
- Deliver required materials and access credentials
- Maintain professional communication
- Respect agreed project scope
- Avoid unlawful or abusive use of services

Clients are responsible for ensuring the legality of materials, data, and instructions provided to VeraFide Staff.

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## 7. Payment Terms

### 7.1 Pricing Structure

Pricing may include:

- Monthly retainers
- Project-based pricing
- Volume-based pricing
- Dedicated staffing agreements
- Enterprise contracts
- Custom operational solutions

Pricing is determined through proposals, contracts, or consultations.

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### 7.2 Advance Payments

Unless otherwise agreed:

- Payments may be required in advance
  - Work may not begin until payment confirmation
  - Late payments may delay operations
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### 7.3 Invoicing

Invoices may be issued:

- Monthly
- Per milestone
- Per project
- Per contract cycle

Clients agree to complete payments within agreed timelines.

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## 7.4 Failed Payments

VeraFide Staff reserves the right to:

- Pause services
- Restrict access
- Delay deliverables
- Terminate agreements

for unresolved or overdue payments.

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## 8. Refund Policy

Unless otherwise stated in writing:

- Payments are generally non-refundable once work has commenced
- Refunds may be considered only where no substantial delivery has occurred
- Custom operational setups and dedicated staffing arrangements may be non-refundable

Refund decisions remain at the discretion of VeraFide Staff unless governed by separate agreements.

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## 9. Intellectual Property

### 9.1 Client Ownership

Clients retain ownership of:

- Their data
- Their materials
- Their proprietary systems
- Their business information

unless otherwise agreed in writing.

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## 9.2 Company Ownership

VeraFide Staff retains ownership of:

- Internal systems
- Methodologies
- SOPs
- Operational frameworks
- Branding assets
- Templates
- Internal documentation
- Training systems

unless transferred through written agreements.

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## 10. Confidentiality

We recognize the importance of confidentiality.

Both parties agree to protect confidential information shared during:

- Projects
- Consultations
- Operations
- Negotiations
- Service delivery

Separate NDAs may apply where required.

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## 11. Data Security

We implement reasonable administrative and operational safeguards to protect client information.

However, clients acknowledge that:

- No digital infrastructure is fully immune to risks
- Internet-based systems carry inherent vulnerabilities

- Third-party systems may impact operations

Clients are encouraged to use secure credential-sharing practices.

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## 12. Communication Standards

Professional communication is expected from all parties.

We reserve the right to suspend or terminate relationships involving:

- Abuse
  - Harassment
  - Threats
  - Fraudulent activity
  - Discriminatory conduct
  - Unethical behavior
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## 13. Service Availability

While we strive for operational consistency, clients acknowledge that service interruptions may occur due to:

- Internet disruptions
- Technical failures
- Force majeure events
- Infrastructure limitations
- Third-party platform outages
- Staffing emergencies

We will make commercially reasonable efforts to restore normal operations promptly.

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## 14. Limitation of Liability

To the fullest extent permitted by law, VeraFide Staff shall not be liable for:

- Indirect damages
- Consequential damages
- Lost profits
- Business interruption

- Data loss
- Delays caused by third parties
- Operational downtime beyond reasonable control

Total liability shall generally not exceed the amount paid for services directly related to the claim unless otherwise required by law.

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## 15. No Guaranteed Results

While VeraFide Staff aims to deliver professional and measurable operational support, we do not guarantee:

- Specific revenue outcomes
- Guaranteed business growth
- Search engine rankings
- Exact operational results
- Specific conversion rates
- Guaranteed profitability

Business outcomes depend on multiple external factors beyond our control.

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## 16. Third-Party Platforms & Tools

Our services may involve third-party systems including:

- Ecommerce platforms
- CRM systems
- Hosting services
- Communication tools
- Advertising platforms
- Project management systems

We are not responsible for outages, policy changes, or failures caused by third-party providers.

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## 17. Independent Contractor Relationship

Unless otherwise agreed in writing:

- VeraFide Staff operates as an independent contractor
  - No employment relationship is created between the client and VeraFide Staff personnel
  - Clients may not directly recruit or solicit team members during active agreements without written consent
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## 18. Non-Solicitation

Clients agree not to directly hire, solicit, or bypass VeraFide Staff personnel for a defined period following active engagements unless approved in writing.

Specific terms may be outlined in separate contracts.

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## 19. Termination

Either party may terminate services subject to:

- Contractual obligations
- Notice periods
- Outstanding payments
- Active project commitments

VeraFide Staff reserves the right to terminate services immediately for:

- Fraud
  - Abuse
  - Illegal activities
  - Non-payment
  - Severe policy violations
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## 20. Governing Principles

VeraFide Staff operates under principles of:

- Professionalism
- Accountability
- Operational excellence
- Ethical business conduct
- Long-term partnerships
- Confidentiality

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## 21. Force Majeure

VeraFide Staff shall not be liable for delays or failures resulting from circumstances beyond reasonable control, including:

- Natural disasters
- Political instability
- Internet outages
- Power failures
- Cybersecurity incidents
- Government actions
- Labor disruptions
- Global emergencies

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## 22. Website Usage

Users of our website agree not to:

- Attempt unauthorized access
- Copy proprietary materials
- Interfere with systems
- Distribute malware
- Abuse forms or communications
- Engage in fraudulent activity

We reserve the right to restrict or block access where necessary.

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## 23. Changes to Services

We may:

- Modify services
- Improve systems
- Update pricing
- Adjust workflows
- Expand offerings

Changes affecting active contracts will be communicated appropriately.

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## 24. Amendments to These Terms

We may update these Terms periodically.

Updated versions will become effective upon publication.

Continued use of services constitutes acceptance of revised Terms.

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## 25. Contact Information

For legal, operational, or service-related inquiries:

**VeraFide Staff Global Solutions**

Email: legal@[yourdomain].com

Website: [https://\[yourdomain\].com](https://[yourdomain].com)

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## 26. Entire Agreement

These Terms, together with any signed agreements, proposals, contracts, or policies, constitute the complete understanding between parties regarding use of our services.

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## Disclaimer

This document is provided for general business and operational purposes and should be reviewed by a qualified legal professional before official commercial or jurisdiction-specific use.