



TERMS OF SERVICE ANIMAS CONCIERGE

Terms of Service

By accepting the terms of service and using Animas Concierge, you agree to all the terms and conditions listed in this agreement. If you do not agree with any of these terms or conditions contained herein, please inform Animas Concierge of any issues you have with these terms. Changes in these terms are periodically made and will be posted in replacement of the old agreement.

Payment

All services must be paid for up front or within thirty days of invoice by credit card, cash or personal check. Any rates listed by Animas Concierge are for services rendered directly by Animas Concierge and do not include charges for third party vendors/ partners, or merchandise purchased to complete the request. Two hours minimum on all services requested. You will be charged in 15-minute (quarter hour) increments. We can provide services to you 24/7, however, Animas Concierge normal business hours are from 8:00am to 5:00pm daily except holidays. Services requested outside normal business hours and/or holidays may be subjected to additional fees. Services scheduled with less than 24 hours' notice, may incur a convenience fee of \$30.00 to accommodate for necessary scheduling changes.

Third Party Expenses

At the client's request, Animas Concierge may need to purchase items over the Internet or by phone with third party vendors with the client's credit card. In the event that the client needs Animas Concierge to make purchases for the client, the client will be asked for a credit card to be used for those charges. Such authorization under \$300 may be made orally or in writing. Any request over \$300 must be made by email, or other written authorization. Animas Concierge shall not purchase any item on behalf of the client from a third-party vendor unless authorized by the client. Animas Concierge does not warrant or stand behind any purchase made on the client's behalf beyond the third-party warranty. Animas Concierge is merely acting to facilitate the purchase and all disputes with charges need to be addressed to your bank or credit card company. All services provided by a third-party contractor will be subjected to the above terms. Animas Concierge will provide the client with a detailed proposal and cost for any work provided by a third-party contractor. All invoices, bids, shipping information etc. will be sent to the client's regular mail or email address. If Animas Concierge agrees to make credit card purchases on behalf of the client (not made with the

client's credit card), the client shall be liable for such charges and Animas Concierge reserves the right to charge a convenience fee.

Errands

Hourly rate for errand service begins from the time Animas Concierge leaves the office in Durango until the requested task is completed. No mileage fees will be charged inside of the service area (Durango and LaPlata County). There will be a small travel fee added for services made beyond the service area.

Cancellations

Services canceled without prior notice may result in the full price of the service being charged. Cancellations must be made in writing to animasconcierge@gmail.com

Access to Property

If the task requested by the client requires access to a business or residence, arrangements must be made to allow Animas Concierge access to the property. If for any reason, Animas Concierge cannot gain access, the full charge will be assessed to the client. Clients may choose an optional key pick-up and drop off if the client is not available.

Refunds

There will be no refunds for services that are rendered. Credits will be refunded only if there was an error committed by an Animas Concierge team member. There will be no refunds for purchases made on your behalf. When you ask for our representatives to make purchases on your behalf, we will not be held accountable should the product or service you are purchasing does not meet the expectations you had in mind. Please review refund and exchange policies with the third-party providers you intend for us to use on your behalf. We will not be held accountable, liable or responsible for purchases on your behalf that are lost during shipping, tickets arriving late, goods damaged during shipping, etc. We will do our absolute best to ensure that we use trusted and insured third-party vendors and contractors.

Limitations

By agreeing to our terms, you realize that there are inherent limitations to the services we are to provide. We will not make illegal purchases on your behalf or represent you in any unlawful or illegal way. For purchases made on your behalf Animas Concierge will not be held accountable for returns, refunds, or guarantees on behalf of the products or services you are purchasing from a third-party vendor or contractor. We will take all precautions necessary to protect your information, but we will not be held responsible or accountable or liable for any reason whatsoever should your information become exposed or if you are not pleased with the products or services you approved for us to charge on your behalf.

Privacy

Animas Concierge knows how important privacy is to you and is committed to honoring your privacy at all times. All personal and credit card information obtained is gathered for the purpose of providing concierge services and billing for client services rendered or merchandise purchased. At no time, will the collected information be disclosed to a third-party, except for the purpose of completing the client's financial obligation.

Limitation of Liability

In no event will Animas Concierge be liable for any indirect, incidental, compensatory or punitive damages or damages resulting from loss of profits, lost data or business interruption arising out of the use, inability to use, or the result of use of the service. You agree to indemnify, defend and hold harmless Animas Concierge, its service providers, and each of their subsidiaries, affiliates, officers, directors, shareholders, partners, beneficiaries, employees, members, consultants, attorneys and agents and their respective successors and assigns, if any (collectively the indemnified parties) from and against all claims, actions, losses, liabilities, damages, cost and expenses (including, but not limited to, attorneys' fees and cost) arising from or relating to your use of the services. Recommendations of third-party vendors and contractors are at your own risk and Animas Concierge shall not be held responsible for any dissatisfaction from any service or merchandise, the decision to use any third-party service vendor is your own and is only a recommendation by us and holds no guarantees for satisfaction. Any complaints, refunds, etc. should be directed to the specific third-party provider. The concierge's comments and recommendations presented are based on research and opinions collected and are subjected to change at any time. In addition, all responses will be provided based on reasonable research and efforts on behalf of our staff. We do not recommend utilizing our services for financial, legal, tax or other sensitive matters.

We use all reasonable endeavors to monitor the goods and/ or services provided by or service partners, but we cannot accept responsibility for any loss, liability or cost incurred by you as a result of any acts or omissions of service partners nor can we guarantee the accuracy of information supplied to you by our service partners. No guarantees can be given on behalf of any service partner. You shall require seeking compensation for any loss or damage suffered directly from our service partner.

Accepted and agreed to contractually on this the ____ day of _____, 20__.

Signed by Client: _____

Printed name: _____

ANIMAS CONCIERGE: _____

