

Service Agreement

Last updated: March 16, 2026 | hello@recoveredhours.com | RecoveredHours.com

Recovered Hours — Client Services

Agreement Overview

This Service Agreement ('Agreement') is between Recovered Hours ('we,' 'us,' 'our') and the client ('you,' 'your'). By engaging our services, you agree to these terms.

Services

AI Audit

- Comprehensive assessment of business operations
- ROI analysis and implementation roadmap
- Deliverables as specified in proposal
- Timeline: 1 week

Agent Implementation

- Custom AI agent development
- System integrations
- Testing and deployment
- 30-day optimization period
- Ongoing maintenance per agreement

Workflow Automation

- Process analysis and design
- Automation development
- Testing and deployment
- Documentation
- 30-day support

Payment Terms

One-Time Projects

- 50% deposit to begin work
- 50% upon completion
- Net 15 for final payment

Retainer Agreements

- Billed monthly in advance
- Net 15 payment terms
- 30-day notice for cancellation

Agent Licenses

- \$20,000 setup fee due upon signing
- \$2,000/month (or per agreement)
- Annual prepayment: 10% discount

Intellectual Property

What You Own

- All custom code and configurations built for you
- Data generated by AI agents
- Integrations and workflows

What We Retain

- General methodologies and frameworks
- Pre-existing tools and templates
- Learning from optimizations (anonymized)

Confidentiality

Both parties agree to:

- Keep proprietary information confidential
- Not disclose trade secrets
- Use information only for purposes of this agreement
- Return or destroy confidential information upon request

Limitation of Liability

Recovered Hours' total liability shall not exceed the total fees paid for the specific service in question. We are not liable for:

- Indirect, incidental, or consequential damages
- Loss of profits or revenue
- Data loss (though we use best efforts to prevent it)
- Actions of third-party integrations

Warranties

Our Warranty

We warrant that:

- Services will be performed professionally
- Deliverables will match specifications in proposal
- We will use reasonable care with your data

No Other Warranties

Services are provided 'as is' without other warranties, express or implied.

Termination

By Either Party

- 30-day written notice required
- Payment due for work completed to date

Upon Termination

- Work product delivered upon full payment
- Access to integrations terminated
- Confidentiality obligations survive

By Recovered Hours

We may terminate if:

- Payment is not received within 30 days
- Client refuses reasonable cooperation
- Legal constraints prevent continuation

Dispute Resolution

1. Good faith negotiation first
2. Mediation if negotiation fails
3. Binding arbitration
4. Governing law: Pennsylvania

Changes to Agreement

We may update terms with 30-day notice. Continued use of our services constitutes acceptance of the updated terms.