

Service provision agreement

1. Term of validity

leakmind.one provides services as "LeakMind" based on these terms. Deviated or additional terms become the content of the contract if they are expressly and in writing recognized by LeakMind. Otherwise, the terms of the contract with "LeakMind" remain valid. They also apply to all future business relationships.

LeakMind reserves the right to change or amend the terms, including all facilities, conditions and specifications, with reasonable notice. If the customer does not object to the changed terms within 2 weeks of receiving notification of the change, they will take effect as announced. When the customer disagrees, LeakMind has the right to terminate the contract at the moment the changed terms take effect.

The contract enters into force from the moment the first advance payment is received on the Contractor's account and is valid for 365 days. If none of the Parties notifies the other Party of their desire to terminate or revise the Agreement 10 calendar days before the expiration of the Agreement, its validity is considered extended for the same period. The Customer has the right to unilaterally refuse the Services of the Contractor at any time. In this case, the Customer is obliged to notify the Contractor of the desire to terminate the Agreement 30 calendar days before the date of termination of the Agreement and to repay the financial debt, if any.

2. Services

The scope of the Service includes, but is not limited to: remote administrative assistance, e-mail monitoring, search engine optimization, data entry, web research, database management and other services that are specified on the pages and subdomains of the leakmind.one site. The service may be limited or extended by the Customer and the Contractor by mutual agreement. The services provided by the Contractor are intended only for an adult registered user. We are not responsible for any information used by a third party unrelated to this agreement.

3. Abuse of services

If the task requires more time to complete, the Client must choose one of the following four options:

- Notify us to stop work
- Switch to a monthly package
- Assign us only that part of the work that takes up to hours
- Payment of additional working hours

4. Service provision procedure

Having chosen the type of Service, the Customer sends to the address of the Contractor an application for receiving Services, in accordance with the form provided on the website of the Contractor. On the basis of the received application, the Contractor issues an invoice to the Customer for payment of the selected Service.

Services are provided to the Customer during the term of the Agreement, provided there is a positive balance on the Customer's personal account.

The Contractor takes into account all the information about the consumed services and payments of the Customer to his personal account. Accounting is done in conventional units (hereinafter referred to as above), according to the rate published on the Contractor's website.

The Contractor provides the Customer with access to information on the Customer's personal account.

A printout of the Customer's personal account is confirmation of the Contractor's provision of Services under the Agreement.

If the funds on the Customer's personal account are completely exhausted, the provision of Services to the Customer is terminated. The resumption of the provision of Services to the Customer occurs again after the advance payment has been made.

The Customer's requests are considered authorized (verified) and fulfilled by the Contractor if they are sent from the service area (billing account) on the Contractor's website. The Customer has access to the service area only with his login and password. The password is not known to the Contractor and is known only to the Customer, the password can be changed by the Customer on the Contractor's website at any time independently.

The contact e-mail address (e-mail) is considered to be the address specified during the Customer's registration in the registration form on the Contractor's website. Changing the contact e-mail is carried out by the Customer independently through a personal account on the Contractor's website.

5. Task completion time

We always try to complete tasks as quickly as possible, the standard turnaround time under normal conditions is three working days. However, due to the diversity of the tasks before us, we cannot guarantee standard delivery times. The deadline for completing each task assigned to us depends on a number of factors, the largest of which is the size and complexity of the task.

6. Modifications and interruption of service

We reserve the right to change or terminate the provision of the Service with or without notice to the Client. We shall not be liable to the Customer or any third party if we exercise our right to change or discontinue the Service. Customer acknowledges and agrees that Contractor does not guarantee continuous, uninterrupted access to our services, which may be affected or adversely affected by numerous factors or circumstances beyond our control.

7. Non-disclosure

The Party hereby acknowledges that each Party may receive or work with certain information provided by the other Party that is confidential and of value to such Party ("Confidential Information"). Each Party hereby agrees to the following regarding Confidential Information:

- neither Party will distribute or disclose to any third party or use for its own benefit or for the benefit of any third party any Confidential Information relating to the product, business or affairs of the other Party which (Confidential Information) acquired in any way during or through this Agreement. Confidential Information is deemed to include, but is not limited to, information in

any format relating to copyrights, trademarks, trade names, service marks, appearance, domain names, URLs, websites, advertising plans and marketing, media planning/placement, strategic briefing, plans, ideas, concepts, new products, improvements, inventions, proposed launches, discontinuation of existing products, product and sales test data, sales and market research; technological research and others;

- each Party will treat Confidential Information received from the other Party with the same degree of care and security that such Party used with respect to such Party's own Confidential Information, but no less than a reasonable degree of care;
- neither Party will use the Confidential Information for any purpose other than that for which it was provided. If any of the Parties doubts the intended purpose of using the Confidential Information, such Party shall immediately (and prior to the use of the Confidential Information) contact the other Party for clarification;
- neither Party shall copy, reproduce or store Confidential Information without the prior consent of the other Party in electronic form, on any external medium (including a USB flash drive) or in the "cloud". Each Party provides physical and electronic access to Confidential Information;
- none of the Parties will assert any rights, ownership rights or property interests regarding the Confidential Information of the other Party;

8. Absence of request

The Customer agrees that by engaging the Services, he can work and have material and personal contacts with the Contractor's employees. Thus, the Client undertakes and agrees that during the Term and for two (2) years after its termination, regardless of the reason for the termination of the Service, the Client will not, directly or indirectly, on its own behalf or on behalf of or jointly with any individual or legal entity to recruit, solicit or induce, or attempt to recruit, solicit or induce any of the Contractor's employees with whom the Client had personal contact, to terminate their employment with the Contractor.

9. Disclaimer of Warranties

While the Contractor ensures that the Services are effectively delivered and that your projects and tasks are approached with the published attention to detail and delivered with the desired outcome, we are not responsible and make no guarantees if the Parties fail to reach consensus. on the concept of a task well done and not to compromise. We do our best to meet the needs and meet the expectations of our customers, but depending on unresolved and irresolvable differences, we cannot be held responsible either legally or morally.

10. Customer account

The customer is solely responsible for any and all activities that occur under their account, whether authorized or not. Customer agrees to notify us of any unauthorized use of Customer's account or any other breach of security that Customer becomes aware of. Customer is solely responsible for any unauthorized activity that occurs under its account as a result of Customer's failure to keep its account secure. The Client's right to use the Services belongs to the Client personally. The Client agrees not to resell or use the Services for commercial purposes without the express written consent of the Contractor.

11. Refund policy

Refunds are made by the Contractor within 10 banking days from the date of receipt of the application in the cases specified in the contract.

The contractor undertakes to return the unspent part of funds for full months of service in the following cases, if:

- a) no more than 30 calendar days have passed since the date of conclusion of the contract and/or payment of the order;
- b) the return is made for a service that the Contractor refuses to perform or did not perform;
- c) this is the only first order of the Customer, and the Customer has not refused services before.

If the Customer received gifts and bonuses together with the order, the amount equivalent to the value of the received gifts and bonuses will be deducted from the amount to be returned.

12. Rights and obligations of the parties

The executor has the right:

- To change the cost of the Services unilaterally, with mandatory notification of the Customer about the changes by e-mail at least 10 calendar days before they take effect. If no objections are received from the Customer, the changes are considered accepted by the Customer.
- To involve third parties in fulfilling their obligations under the Agreement, while remaining responsible to the Customer.
- Temporarily stop the provision of Services to the Customer in case of non-payment of advance payment for the Services.
- Terminate the provision of Services to the Customer, without refund, in such cases:
 - actions aimed at limiting or hindering other users' access to the Services, as well as attempts to gain unauthorized access to the Contractor's resources and other systems accessible via the Internet;
 - sending via the Internet any information that contradicts the requirements of the legislation of Ukraine or the norms of international law. Mailing is understood as the mass sending of several e-mails to many recipients, and multiple mailings to one recipient, and even the use of details (web pages, e-mail) located on the Contractor's servers in the case of similar mailings made through another Provider. Messages mean e-mail messages, ICQ and other means of personal information exchange;
 - posting or transmitting any information or software that contains computer viruses or other components equivalent to them;
 - actions aimed at using, sending, publishing, transmitting, reproducing, providing or distributing in any way information, software or other materials obtained through the Services, in whole or in part, protected by copyright or other rights, without the permission of the owner, as well as to send, publish, transfer or distribute in any way any component of the services provided, or work created on the basis of it, since the Services themselves are also subject to copyright and other rights, subject to the written request of the owner of such rights to limit the listed actions;
 - publication and transmission via the Internet of any information that contradicts the current legislation of Ukraine or international legislation.

The customer must:

- Submit a request for Services on the Contractor's website from your workplace. Fill in all the proposed fields of the order form with valid information. The Contractor is not responsible for the consequences that have arisen due to the incorrectness of the entered information. If it is necessary to verify the authenticity of the Customer, provide all the data requested by the Contractor for such verification. Fulfill the requirements set forth in the Agreement.
- To prepay the received Services in a timely manner.
- Monitor your personal balance independently.
- Keep relevant financial documents confirming payment for Services.