
Terbigen Terms and Conditions of Service

Headline Promotional Statement:

*"Transform Your Business with Confidence: Satisfaction Guaranteed or Your Investment Back.
Terbigen Delivers Results—Or You Pay Nothing."*

Fee Structure:

- **Hourly Rate:** R2,850 (exclusive of VAT, if applicable).
- **Customized Engagement:**
Total hours are determined by your business's unique needs, including:
 - **Life Stage** (startup, scaling, maturity, turnaround).
 - **Ambition Complexity** (market expansion, innovation, leadership pivots).
 - **Challenges** (operational inefficiencies, growth barriers, cultural alignment).
 - **Package Tier** (Basic, Strategic, Enterprise-level support).
A detailed proposal with estimated hours and outcomes will be provided prior to engagement.

Engagement Terms & Conditions

1. **Money-Back Guarantee:**
 - Full refund of fees paid if measurable outcomes (as mutually defined in the proposal) are not achieved.
 - **Exclusion:**
 - Guarantee void if client declines to accept or implement Terbigen's advised strategies.
 - No refund if outcomes are impacted by external factors (e.g., market volatility, regulatory shifts).
2. **Payment Terms:**
 - 50% upfront payment required to secure engagement; remainder due upon completion.
 - For multi-session engagements, invoices issued biweekly or per pre-agreed milestones.
3. **Scope of Services:**
 - Deliverables, timelines, and success metrics outlined in the signed proposal.
 - Additional hours beyond the proposal require written approval.

4. Client Responsibilities:

- Timely provision of accurate business data and access to key stakeholders.
- Full disclosure of client business situation and challenges.
- Active participation in scheduled sessions and implementation phases.

5. Confidentiality:

- Terbigen agrees to non-disclosure of client-sensitive information.

6. Termination:

- Either party may terminate with 14 days' written notice. Fees for work completed prior to termination remain payable.

7. Limitation of Liability:

- Liability capped at total fees paid. Terbigen not liable for indirect/consequential losses.

By proceeding, clients agree to these terms. Custom terms may be negotiated for enterprise engagements.