



Terms & Conditions – mPath Services

Last updated: [May 09, 2025]

Thank you for your interest in mPath Services. Before we begin working together, please review the following terms that outline how I operate and what you can expect. These are meant to keep things clear and fair for both of us.

1. Scope of Services

I offer two categories of support:

- **Hourly-Based Services:** Includes personal companion support and digital technology life concierge. *See website and brochure for more details.*
- **Project-Based Services:** For small business digital/website set up and strategy, content support, and communication planning. Pick-my-brain sessions are also included in this category if you need ad hoc light consulting support. *See website and brochure for more details.*

Each engagement will be confirmed through a service description via email or agreement form.

2. Scheduling & Availability

- **All services are scheduled by appointment.** Please book a free session via Calendly or get in touch via contact form first describing your needs.
- I operate Monday to Friday between 10am – 5pm CST. **Evening and weekend sessions are possible based on the need.** Exceptions can be made regarding urgent or one-off needs.
- Rescheduling is fine — please provide 24-hour notice when possible.



3. Payment Terms

- Invoices can be issued via email (if required) or online payment platform (e.g. PayPal, Venmo, Zelle, or Wave).
- Payment is due upon invoice receipt, unless otherwise agreed.
- For projects: 50% due upfront, 50% upon completion.
- For hourly services: Payment due after each session, or in advance if packaged.

4. Communication

- Primary communication will be via email, phone, or video call — as agreed.
- I aim to respond to all client messages within 24 hours during weekdays.

5. Confidentiality - General Privacy & Trust Statement

Your Privacy is My Priority

At mPath Services, I understand the importance of trust—especially when offering tech help or life guidance. Any access to your personal information, documents, or passwords is done only with your full knowledge and consent. I do not store client passwords or retain sensitive information unless explicitly requested to do so for a specific service.

Documents used to help with applications (such as Medicare or Social Security) are handled securely and deleted after use. I encourage the use of password managers and secure email practices for any file sharing.



mPath Services does not share or sell client information. Your data stays between you, always.

6. Limitations of Liability

I provide advisory and assistance services to the best of my knowledge and capabilities. However, I am not liable for decisions made based on recommendations, nor responsible for third-party errors (e.g., email tools, software platforms, etc.).

7. Cancellations & Refunds

- Cancellations must be made with 24-hour notice for hourly sessions to avoid full charges.
 - Refunds are not typically provided once work has commenced, but I will always work with you to make things right.
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Let's keep things easy, respectful, and human. If you ever have concerns, just talk to me — I'm here to help.

Signed,

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