

Ledger Pro – Essentials Package Service Level Agreement (SLA)

Scope of Services: Ledger Pro will provide core monthly bookkeeping services including transaction categorization, reconciliations, and basic financial statements. This applies to the Essentials tier: \$300, \$500, or \$800/month.

Payment Terms: Payment is due in advance each month via QuickBooks or PayPal. Services begin upon receipt of payment and confirmation of the agreed-upon start date.

Term & Termination: This SLA is month-to-month. Either party may terminate with 7 days written notice. No refunds are provided for partial months.

Limitation of Liability: Ledger Pro's liability is limited to the total amount paid for services in the most recent billing cycle. No liability is assumed for financial outcomes based on client decisions.

Confidentiality: Ledger Pro will maintain the confidentiality of all client financial data and communications in accordance with professional standards.

Acceptance of Terms: By submitting payment, the client acknowledges and agrees to the terms set forth in this agreement.