

QBO Optimization SLA

Ledger Pro - QuickBooks Optimization Package Service Level Agreement (SLA)

Scope of Services:

Ledger Pro will provide one-time cleanup, optimization, diagnostic review, and/or training for QuickBooks Online files. Scope depends on package tier: \$1,000, \$1,800, or \$2,500.

Payment Terms:

This is a one-time engagement. Payment is due in full before services begin. Services must be scheduled within 30 days of payment.

Completion Timeline:

Work will be completed within a mutually agreed time frame. If the client does not schedule within 30 days, Ledger Pro reserves the right to close the engagement without refund.

Limitation of Liability:

Ledger Pro's maximum liability shall not exceed the fee paid. Ledger Pro is not responsible for losses due to outdated, inaccurate, or missing financial records provided by the client.

Confidentiality:

All client financial data and system access details will be kept strictly confidential.

Acceptance of Terms:

Client agrees to the above terms by completing payment through the provided checkout link.