

Terms and Conditions

Tasks: Each task is limited to 20 minutes. For any tasks that go over 20 minutes, additional tasks will be utilized.

Policy: It is Yurva's policy to treat our customers in exactly the way we like to be treated ourselves. It appears that not only to add to our creditability but to comply with new legislation we are required to offer you our terms and conditions policy. You should note that your statutory rights under the current consumer protection laws are not affected (more probably enhanced).

Data & Privacy: The information collected from you at the time you employ our services will be stored in our database and is used purely to carry out your instructions and action your payment. There are no circumstances under which, this information might be passed to a third party.

Contact: We will only contact you in connection with your instructions and keep you well informed should we have any difficulties providing you with the specific services ordered, to be completed by your date specified. We will not email you at all without your permission.

Task Completion: We monitor the performance of our employees and preferred vendors continuously. Whereas we foresee rare complaints about the quality of our services, there may be a very small number of occasions (less than 0.01%) when due to circumstances entirely beyond our control our services may not be rendered by the requested time. As soon as we learn of this we will always offer immediate solutions to rectify the situation.

Guarantee: In light of the foregoing you will appreciate we feel confident that we can unequivocally guarantee your total satisfaction with our services. We are fully insured and bonded for further protection and to ensure customers that there is no need to worry of potential employee dishonesty. Yurva promises to finish all tasks by the specified date of completion.

Payment: Payment for services will be rendered due on the first day of every month. Programs starting mid-month will be prorated for the remainder of the current month and will proceed to full billing in the following month. Payments not made by the 10th day of each month will be subject to cessation of service for the remainder of the month. Payment online is through our own bank the Royal Bank of Scotland which is totally secure (BS7799 - Code of Practice for Information Security Management).

Refunds: In the event of dissatisfaction with the services provided, Yurva will issue a full refund of the current month charges. If initial payment was by Credit Card, then the refund will be made back to your Credit Card Company. If however payment was by cheque, then the refund will be posted to you by cheque promptly. However, if cancellation is due to no longer requiring our services, no refund will be issued. Our major concern is to maintain our happy relationship with you our customer.

Complaints: Well we don't have a procedure - because we do not anticipate many! Clearly we take any complaint very seriously and would expect to contact you almost by return - at most a delay of 24 hours.

Law and Jurisdiction: Any contract for services from Yurva LLC is governed by and has to be interpreted under the Law of the United States, and you agree that such contract will be subject to the non-exclusive jurisdiction of the United States courts.

Final Note: We look forward to having an open and trusting relationship with our customers. Any concern that you might have regarding security, privacy or complain in connection with our services may always be communicated via e-mail to support@yurva.com or by phone at (617) 906-0460.