

## Virtual Office - Terms and Conditions



Prior to the purchase, please take the time to read this short document. By confirming the order, the client agrees to all terms and conditions below.

### Service Description

Virtual Office is a service that offers the company an exclusive brazilian phone number, call answering in portuguese and a Post Office Box to receive packages.

What we do:

- The client has the right of an exclusive brazilian phone number. The EurekaClick staff will answer the phone calls.
- The phone calls will be answered in the local language – Portuguese.
- The staff will answer the phone during the follow work time (local): From 09h00 a.m to 12h00 p.m -lunch break- 01h00 p.m to 06h00 p.m, **GMT-3. (On Daylight saving time that will be GMT-2)**
- Virtual Office works from Monday to Friday. Brazilian holidays are not supported.
- Phone call messages will be sent to the client by e-mails written in Spanish or English (up to the customer preference).
- The client will have a Post Office Box to receive small packages.
- We can send packages as well, but the cost to send it is not included in the Virtual Office price and must be supported by the customer.

Agreement details and price:

- **The price is USD 160,00 (one hundred and sixty American dollars) per month.**
- After the first payment is done, EurekaClick takes up to 10 business days to set up the phone number.
- The first month starts to count after the set up days.
- From the second month on the payments should be done until the fifth day of each month.
- EurekaClick guarantees the same price for six months once the first payment is done.
- **Each payment ensures only that the services will be provided in the month paid.**
- After 5 (five) days of delay in payment EurekaClick has the right to cancel the service. For each day of delay is applied a fine of 0,5%.
- This service have a limit of 100 receive calls per month.
- **The client has the right of an exclusive phone number, but EurekaClick owns every phone number provided.**

## Payment

After reading the terms and conditions, client must confirm the order by sending an email to [contact@eurekaclick.com](mailto:contact@eurekaclick.com).

The message must contain the confirmation of terms and conditions and the name of company.

## Payment Process

See below a step-by-step explanation on how the payment process works.

- 1) Client confirms order by email
- 2) EurekaClick generates a PayPal invoice to sent to the client via email
- 3) Client makes payment
- 4) After receiving transaction confirmation, EurekaClick has 10 business days to set the Virtual Office service.

\* You can pay with:



## Glossary of Terms

**Client:** Company who makes the order of Virtual Office.

**Small packages:** Papers, magazines, newspaper, mail, offices packages in general.

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