

MEVA – My Elite Virtual Assistants LLC

Terms & Conditions

MEVA – My Elite Virtual Assistants LLC (“MEVA”) provides professional virtual assistant, transaction coordination, listing management, and administrative support services designed to support real estate professionals. With extensive experience in real estate operations and administrative support, MEVA is committed to helping clients streamline their business, increase productivity, and create efficient systems that support long-term growth.

Relationship of Parties

MEVA operates as an Independent Contractor and is not considered an employee, partner, or agent of the Client.

The Client understands that MEVA is not entitled to employee benefits, including but not limited to health insurance, retirement benefits, paid leave, or workers’ compensation. MEVA is solely responsible for all taxes, withholdings, business licensing, and insurance related to services provided.

Payment Policy

Virtual Assistant Services

MEVA provides Virtual Assistant Services on an hourly basis and invoices are issued biweekly.

Payment is due within three (3) business days of receipt of the invoice. A one-hour minimum billing requirement applies per billing period. If services rendered total less than one hour, the minimum one-hour charge will apply.

If payment is not received within 48 hours after the due date, active projects and services may be paused until payment has been received and the account is brought current.

Transaction Coordination Services

MEVA provides full-service transaction coordination based on the agreed scope of work. Services begin upon receipt of the executed contract.

Transaction coordination fees will be added to the contractor’s Commission Disbursement Authorization (CDA) at closing whenever possible.

If the fee cannot be added to the CDA, the payment method on file will be charged immediately. If payment is declined, an invoice will be issued and payment will be due within two (2) business days.

Listing Packages

All listing packages must be paid in full prior to the start of services.

Charges will be processed using the payment method on file. If payment is declined, an invoice will be issued and payment must be received before work begins.

Please note that a one-time design fee applies to listing marketing materials, including flyers, brochures, postcards, and social media graphics. This fee will be charged at the time of the Client's first listing.

Late Fees

Payments for hourly virtual assistance and listing coordination services will be charged to the payment method on file.

If payment is declined, payment will be due within three (3) business days of the invoice date, and an updated payment method must be provided.

Invoices not paid within ten (10) calendar days will incur a 10% late fee on the outstanding balance. Additional late fees of 10% per month may accrue until payment is received in full.

MEVA reserves the right to pursue collection remedies for unpaid balances. The Client agrees to be responsible for any associated collection costs, including legal fees and court expenses.

For Transaction Coordination Services, if fees cannot be added to the CDA and the payment method on file is declined, payment will be due within three (3) business days.

Confidentiality

MEVA understands that clients may share confidential and proprietary business information, including but not limited to pricing, financial information, client databases, business strategies, operational processes, personal information, and other sensitive materials.

MEVA agrees to protect all Client information and will not directly or indirectly disclose, distribute, or use confidential information for any purpose other than providing agreed-upon services without prior written consent from the Client.

All information shared will be treated as strictly confidential. Any violation of confidentiality may constitute a material breach of agreement.

Likewise, the Client agrees to maintain confidentiality regarding any proprietary information, systems, pricing, materials, or processes belonging to MEVA.

Confidentiality After Termination

Confidentiality obligations will remain in effect after the termination of services and shall continue unless otherwise required by law.

Source Files and Copyright Ownership

The Client retains ownership of all completed project files, deliverables, and associated copyrights for work completed by MEVA.

Client Representations

The Client represents and warrants that any text, graphics, branding, logos, photographs, website materials, or marketing assets provided to MEVA are owned by the Client or properly licensed for use.

The Client assumes full responsibility for ensuring the validity of copyrights, trademarks, and ownership of all submitted materials.

The Client agrees to indemnify and hold harmless MEVA – My Elite Virtual Assistants LLC from any claims, damages, liabilities, or expenses arising from copyright infringement, trademark infringement, unauthorized content usage, third-party claims, or materials supplied by the Client.

Office Hours & Communication

MEVA works diligently to meet deadlines and provide exceptional support to our clients.

Standard office hours and expected response times are:

Monday – Friday | 9:00 AM – 7:00 PM EST
(Excluding Federal Holidays)

While Virtual Assistants are not required to work evenings, weekends, or holidays, MEVA will make reasonable efforts to assist with urgent matters when possible.

For urgent requests submitted outside normal business hours, please email with "URGENT" in the subject line for priority review.

MEVA reserves the right to establish office closures as needed. Clients will be notified in advance of any scheduled closures via email.

Term & Termination

The business relationship shall remain active until terminated by either party.

Either party may terminate services at any time by providing written notice, including email communication. Termination becomes effective immediately upon notice.

Any remaining billable hours or outstanding balances will be invoiced within 48 hours, with final payment due within 48 hours of receipt of the final invoice.

Return of Records

Upon termination of services, MEVA will promptly return all Client-owned materials and business-related information in its possession, including records, notes, data, memoranda, systems access, and files related to the Client's business.

All Client information and materials shall remain the property of the Client.

Acknowledgment

By engaging services with MEVA – My Elite Virtual Assistants LLC, the Client acknowledges that they have read, understood, and agreed to these Policies & Procedures.

This version feels much cleaner, more upscale, and easier for clients to read while still protecting your business. It now reads more like a premium service agreement than a legal-heavy contract.