

Terms of Service

Last Updated: March 22, 2026

These Terms of Service ("Terms") constitute a legally binding agreement made between you, whether personally or on behalf of an entity ("Client," "you," or "your") and **Prime Virtuals**, also operating as Online Africa Network ("Company," "we," "us," or "our"), concerning your access to and use of the <https://www.primevirtuals.co> website and the virtual assistant services provided therein.

By accessing our services, you agree that you have read, understood, and agreed to be bound by all of these Terms. If you do not agree with all of these Terms, you are expressly prohibited from using our services.

1. DESCRIPTION OF SERVICES

Prime Virtuals provides virtual assistant ("VA") services (the "Services"), including but not limited to:

- Email and inbox management;
- Scheduling and calendar coordination;
- Social media management and content posting;
- Administrative tasks (data entry, invoicing, document filing);
- Follow-ups and client communication;
- Market research, research support, and reporting.

Our VAs are sourced from various regions, including Africa, the Caribbean, the UK, and the USA. All services are performed remotely. The Services do not include regulated legal, financial, accounting, or tax advice, and you should obtain professional advice where required.

2. FREE TRIAL POLICY

We offer a one-time FREE 4-Hour Virtual Assistant Trial (the "Trial") to new Clients.

- **One per Customer:** Limited to one Trial per business entity or individual (and we may refuse additional Trials where we reasonably believe a Trial has already been used).
- **No Obligation:** The Trial is provided at zero cost and you are not required to continue with paid Services afterwards.
- **Scope & Scheduling:** The specific tasks to be completed during the Trial must be agreed upon in advance, and completion depends on your timely responses, access provision, and clear instructions.
- **Fair Use:** The Trial is for evaluation purposes and may not be used for repetitive, ongoing, or high-volume work.

3. USER ACCOUNTS AND PORTAL

Upon engagement, Clients may be provided with access to a dedicated login portal. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account. The portal serves as the primary interface for overseeing contracts, invoices, and workflow updates.

4. FEES AND PAYMENT

- **Pricing Structure:** Pricing is based on project scope, required hours, and expertise level. We offer hourly, weekly, and monthly packages.
- **Billing:** All fees are transparent and agreed upon in the customized proposal provided after the initial consultation.
- **Refund / Replacement Guarantee:** If you are not completely satisfied with the service provided, we may, at our discretion, (a) provide a replacement VA and/or re-perform the affected Services, or (b) issue a refund for the portion of fees relating to Services not performed to a reasonable standard. Requests must be submitted in writing within fourteen (14) days of the relevant work being delivered (or, for ongoing packages, within fourteen (14) days of the issue arising) and are subject to our review of work logs and performance tracking data. Refunds will not be provided for: (i) work completed in accordance with your written instructions; (ii) delays or issues caused by your failure to provide access, information, or timely feedback; or (iii) third-party costs and subscriptions you have approved.

5. CONFIDENTIALITY AND DATA PROTECTION

Prime Virtuals acknowledges that in the course of providing services, we may have access to confidential and proprietary information.

- **Non-Disclosure:** We maintain rigorous selection and training processes focused on confidentiality. All VAs are bound by non-disclosure obligations.
- **Client Responsibilities (Instructions & Access):** You agree to provide clear, accurate, and timely instructions, information, and feedback reasonably required for us to perform the Services. You are responsible for ensuring you have the right to share any materials, data, and credentials you provide to us, and for maintaining appropriate security settings and permissions on any third-party tools/accounts you ask us to use. We are not responsible for delays, errors, or non-performance caused by unclear instructions, incomplete information, or failure to provide timely access.
- **Data Security & Protection:** We implement industry-standard security measures to protect your data. Your personal data is handled in accordance with our Privacy Policy and applicable data protection laws, including the UK GDPR.

6. INTELLECTUAL PROPERTY RIGHTS

Unless otherwise indicated, all work product produced by the VA specifically for the Client (e.g., drafted emails, reports, social media posts) shall become the property of the Client upon full payment of

the associated fees. Prime Virtuals retains ownership of its proprietary training materials, systems, and internal performance tracking software.

7. LIMITATION OF LIABILITY

To the maximum extent permitted by law, Prime Virtuals shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including loss of profits, data, or business opportunities, arising out of or related to the use of our VA services. Our total liability for any claim shall not exceed the amount paid by the Client for the services during the one (1) month preceding the event giving rise to the claim.

8. TERMINATION

Either party may terminate the service agreement upon written notice.

- **By Client:** You may cancel your subscription or package based on the specific notice period outlined in your customized proposal.
- **By Company:** We reserve the right to suspend or terminate services if there is a breach of these Terms, including non-payment.

9. GOVERNING LAW

These Terms and your use of the website and services are governed by and construed in accordance with the laws of England and Wales. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts located in Manchester, United Kingdom.

10. CONTACT INFORMATION

For questions or to resolve a complaint regarding the services, please contact us at:

Prime Virtuals / Online Africa Network

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