TERMS

How I work, get paid, and handle changes.

1. HOURS

- I'm on Philippine Time (PHT).
- I take freelance, gig, commission, part-time, and full-time work.
- I work Monday to Friday, usually late evenings. Retainer clients can have a fixed or flexible schedule, including night hours, set in the Statement of Work.
- Weekends are for rest and focused project work. Approved weekend or holiday work costs more.
- I reply within 24 to 48 hours on business days. Messages sent during my full-time work hours or on weekends get a reply the next business day.
- I don't use or accept time-tracking software, screenshots, keystroke or mouse tracking, or rigid clock-in systems. I log my own hours and share them with a summary of the work done.

2. AI

- I use AI to help with research, drafting, and working faster.
- I review, edit, and fact-check every deliverable by hand before I send it.
- Research comes from reliable, verified sources.
- AI doesn't replace my own review.

3. COMMUNICATION

- Email or WhatsApp only. I prefer written updates.
- Video meetings are available by appointment and kept to a minimum. I don't take phone calls or do cold-calling.
- Be respectful and professional. If something's wrong, tell me directly.
- I work in English and Filipino.
- Your info and files stay confidential, using secure communication and storage. See my Data Privacy Notice.

4. NO TRIALS, CLEAR SCOPE

- I don't do trials or test tasks, paid or unpaid. Please review my portfolio, client reviews, and introduction video before you decide.
- Once the contract is signed, work starts on the agreed milestones.
- Every engagement has a defined scope in the Statement of Work, with a workload that fits the hours and rate. I don't take unlimited-scope or "wear many hats" roles.
- My services are non-exclusive. I may work with other clients, and conflicts are handled through the Conflict of Interest Check and the NDA.
- I work from a main device with a backup device and power backup. Specs and speed tests are in the Application folder of my portfolio.

5. BILLING AND PAYMENT

- A signed contract comes before any work starts.
- Commissions and retainers are billed in advance. Bi-weekly billing is my default. Other options: 100% upfront, 50% upfront and 50% on completion, weekly, or monthly.
- A 50% non-refundable deposit reserves your spot on my schedule.
- Final files go out once the balance is paid.
- I accept GCash, PayPal, Wise, and bank transfer, in PHP or USD.
- Every payment comes with an invoice.

6. CONTRACT

- Every project needs a signed contract that covers scope, rates, deliverables, deadlines, and payment terms. It protects both of us.
- Ownership transfers after final payment.
- I do good work, but I can't promise specific business results, sales, or growth.
- I'm not responsible for delays or issues caused by third-party platforms or software.
- You're responsible for checking facts before you publish.
- I may show finished work in my portfolio unless a signed NDA says no.

7. REVISIONS AND CHANGES

- Each project includes two rounds of revisions.
- Requests outside the agreed scope need a new quote, and maybe a new agreement.
- Either of us can end the project with 48 hours' written notice. You pay for all completed work first.
- Turnaround of 24 hours or less adds a 50% rush fee.

8. SERVICES AND TOOLS

Services	Administrative Support, Social Media Support, Content Creation, E-Commerce, Lifestyle, Automation & AI Support
Tools	Meta Business Suite, Facebook, Instagram, Threads, X, TikTok, Pinterest, YouTube, Mailchimp, Canva, CapCut, BandLab, Google Workspace, Microsoft 365, Notion, ChatGPT, Gemini, Claude, Perplexity, Sora, Higgsfield, Flow, Zapier, N8N, Make.com