

# Catalyst Outsourcing Terms and Conditions

---

## 1. Introduction

Welcome to Catalyst Outsourcing. These Terms and Conditions ("Terms") govern your use of our services and website (<https://catalystoutsourcing.com>). By accessing our website or using our services, you agree to be bound by these Terms. If you disagree with any part of the terms, you may not access the service.

## 2. Definitions

- "Company", "we", "us", or "our" refers to Catalyst Outsourcing, a business process outsourcing company registered in Singapore.
- "Client", "you", or "your" refers to the individual or entity accessing our website or using our services.
- "Services" refers to the virtual assistant services we provide, including Admin, Sales, and Digital Marketing assistance.

## 3. Services

3.1. Catalyst Outsourcing provides virtual assistant services in the areas of Admin, Sales, and Digital Marketing.

3.2. The specific scope of services will be agreed upon between Catalyst Outsourcing and the Client before the commencement of any work.

3.3. We reserve the right to refuse service to anyone for any reason at any time.

## 4. Client Responsibilities

4.1. Clients are responsible for providing clear instructions and necessary information for the completion of tasks.

4.2. Clients must ensure they have the right to use any materials provided to us for task completion.

4.3. For Sales VA services, Clients are responsible for complying with Singapore's Do Not Contact list policy. Catalyst Outsourcing will not be held liable for any violations of this policy by our Clients.

## **5. Payment and Pricing**

5.1. Our pricing structure is available on our website:  
<https://catalystoutsourcing.com/time-based-pricing/>

5.2. Payment terms will be agreed upon before the commencement of services.

5.3. We reserve the right to change our prices at any time. Any price changes will be communicated to existing Clients before they take effect.

## **6. Confidentiality and Data Protection**

6.1. We will treat all Client information as confidential and will not disclose it to third parties without your consent, except as required by law.

6.2. Clients are responsible for ensuring they have the necessary rights and consents to share any data with us for the purpose of providing our services.

## **7. Intellectual Property**

7.1. Any intellectual property created by Catalyst Outsourcing in the course of providing services will remain the property of Catalyst Outsourcing unless otherwise agreed in writing.

7.2. Clients retain all rights to their own intellectual property provided to us for the purpose of completing tasks.

## **8. Limitation of Liability**

8.1. Catalyst Outsourcing will not be liable for any indirect, incidental, special, consequential or punitive damages resulting from your use of our services.

8.2. Our total liability for any claim arising out of or relating to these Terms or our services shall not exceed the amount paid by the Client for the services in question.

## **9. Termination**

9.1. Either party may terminate the service agreement with written notice as per the terms agreed upon at the start of service.

9.2. Upon termination, Clients are required to pay for all services rendered up to the date of termination.

## **10. Governing Law**

These Terms shall be governed by and construed in accordance with the laws of Singapore. Any disputes arising under these Terms will be subject to the exclusive jurisdiction of the courts of Singapore.

## **11. Changes to Terms**

We reserve the right to modify these Terms at any time. We will notify Clients of any significant changes. Your continued use of our services after such modifications will constitute your acknowledgment of the modified Terms.

## **12. Contact Information**

If you have any questions about these Terms, please contact us at [hello@catalystoutsourcing.com](mailto:hello@catalystoutsourcing.com).

Last updated: [Insert current date]