

Service Agreement

Please read carefully before your first session

1. Parties

This Service Agreement (“Agreement”) is entered into between **MindTurf Pvt. Ltd.**, operating as **Dear Heir** (“Service Provider”), and the individual named below (“Client”). By signing this Agreement, the Client confirms they have read, understood, and agreed to the terms outlined below.

2. Service Description

Dear Heir provides guided digital estate planning sessions to help families document and organise their digital accounts, photos, and online presence. The specific service purchased by the Client is indicated in the booking confirmation email.

The service includes:

- A guided audio-only session via Google Meet
- A deliverable document (where applicable) sent as a password-protected PDF within 48 hours of the final session
- Verbal guidance only – the Client performs all actions on their own device

The service does NOT include:

- Legal, financial, or tax advice of any kind
- Remote access to the Client’s device or accounts
- Storage or management of passwords, PINs, or login credentials
- Guarantees regarding specific platform outcomes or policies

3. Session Format and Privacy

All sessions are conducted **audio only** via Google Meet. The Service Provider will never:

- Ask the Client to share their screen
- Request passwords, PINs, or login credentials
- Request remote access to the Client’s device
- Record any session

Session notes are retained for **30 days** after the final deliverable is sent, then permanently deleted. The Client’s deliverable document is password-protected by the Client – the Service Provider does not know or store the password.

4. Payment Terms

Payment is due before the first session begins. The Client will receive a payment request within one hour of booking. Sessions proceed only after payment is confirmed. All prices are listed in USD on dearheir.com/services.

5. Refund Policy

Refunds are handled in accordance with the Dear Heir Refund Policy, available at dearheir.com/refund-policy. The Client is encouraged to review this policy before signing.

6. Limitation of Liability

Dear Heir is **not a law firm, financial advisor, or IT support service**. The Service Provider offers guided document organisation and digital account planning only. The Client acknowledges that:

- Platform policies (Apple, Google, Meta, etc.) are controlled by those platforms and may change at any time
- The Service Provider cannot guarantee specific outcomes on any third-party platform
- For legal matters, the Client should consult a qualified estate attorney
- For financial matters, the Client should consult a qualified financial advisor

7. Data Handling

The Service Provider handles Client data in accordance with the Dear Heir Privacy Policy, available at dearheir.com/privacy-policy. No Client data is sold, shared with third parties, or used for advertising purposes.

8. Governing Law

This Agreement shall be governed by the laws of the United States and the State of Wyoming, consistent with the Dear Heir Terms of Service at dearheir.com/terms-of-service.

9. Agreement

By signing below, the Client confirms that they have read and agree to the terms of this Service Agreement, the Privacy Policy, the Terms of Service, and the Refund Policy.

Client Name: _____

Client Email: _____

Signature: _____

Date: _____