DOYLE OPERATIONS CO.

Client Responsibilities & Implementation Agreement

This agreement outlines the responsibilities, expectations and service limitations for all implementation services purchased through Doyle Operations Co.

1. Purchased Services:

- **The Build Out:** Up to 3 hours of implementation.
- **The Launch Buildout:** Up to 5 hours of strategy and implementation.
- **The 30-Day Build Out:** Up to 37.5 hours of implementation over three weeks, Monday through Friday, with up to 2.5 hours dedicated daily. Week four includes two 60-minute hand-back and training sessions, not additional implementation.

All packages include one complimentary consultation of up to 45 minutes to establish priorities and approve the scope of work. This consultation does not count toward purchased implementation time.

All backend implementation takes place within Bloo/GoHighLevel unless otherwise agreed upon in writing.

2. Client Responsibilities & Preparation

The client must submit their completed questionnaire and signed agreement at least 24 hours before their initial appointment.

All necessary materials, branding assets, completed products, documents, links and account access must be provided before implementation begins. Materials must be accessible, downloadable and ready to use.

Time spent resolving issues with client-provided materials, missing information or account access counts toward purchased implementation time. Time spent correcting errors caused by Doyle Operations Co. does not.

3. Scope of Work & Implementation Time

A written scope of work must be approved by the client before implementation begins.

Purchased time includes applicable strategy, design, setup, troubleshooting, revisions and testing. Completion depends on the complexity of the requested tasks, readiness of materials and available time.

Clients purchasing a three-hour or five-hour intensive will receive a progress update approximately 30 minutes before their purchased time ends.

Additional implementation is available in two-hour blocks for **$497**, subject to availability. Additional tasks or time must be approved and paid for before work continues. No additional charges will be processed automatically.

4. Revisions

The following revisions are included within the approved scope and purchased implementation time:

- Promotional flyers: Up to 3 rounds.
- Sales pages: Up to 2 rounds.
- Written content: Up to 2 rounds.
- Other deliverables: 1 round.

A change in direction, new concept or additional deliverable is considered a new request and may require additional payment.

Corrections to errors caused by Doyle Operations Co. do not count toward revision allowances. Unused revisions do not extend implementation time.

5. Account Access, Confidentiality & Recording

Authorized user access is preferred. If unavailable, an alternative secure access method may be arranged.

Doyle Operations Co. agrees to maintain confidentiality, use client information only for approved services, never save login credentials and sign out of client accounts upon completion. Clients may observe the sign-out process through Zoom and are responsible for removing temporary user access.

Clients may observe implementation through Zoom screen sharing but are not required to remain present. Work may continue on approved tasks in their absence.

Sessions may be recorded with the consent of all participants. Sensitive information will be protected during recording and screen sharing. Recordings will not be shared publicly or used for promotional purposes without written permission.

6. Scheduling & Communication

Clients are expected to provide 24 hours' notice when rescheduling. Requests made between 8 and 24 hours may be accommodated at the discretion of Doyle Operations Co. Less than 8 hours' notice may result in forfeiture of the scheduled session.

All rescheduling is subject to availability.

Communication during the 30-Day Build Out takes place through email or an agreed-upon Discord channel. Unlimited access, weekend support and after-hours services are not included.

Unused implementation hours do not automatically roll over or extend the project.

7. Payment & Refund Policy

All sales are final. Purchases are non-refundable and non-transferable, except where required by law or when Doyle Operations Co. is unable to provide the agreed services.

Cancellations, missed appointments and changes of mind do not automatically qualify for refunds.

Clients are responsible for software subscriptions, domains, platform fees and other third-party expenses. Doyle Operations Co. is not responsible for third-party platform outages or performance.

8. Completion & Ongoing Support

Upon completion, the client will receive:

- Session recording, when authorized and successfully recorded.
- Written completion summary.
- Documentation of completed tasks, changes and outstanding items.
- Recommended next steps, when applicable.

Additional implementation, maintenance and ongoing operational support require a separate purchase or agreement.

Doyle Operations Co. does not guarantee sales, revenue or specific financial results.

9. Black Friday Booking Deadline

All 2026 Black Friday clients must book their initial consultation by December 19, 2026. Services may be completed after this date based on agreed scheduling and availability.

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Client Acknowledgment

By signing below, I acknowledge that I have read, understand and agree to the responsibilities, policies, purchased implementation time and service limitations outlined in this agreement.

I understand that additional work requires separate approval and payment.

Full Name: _____

Business Name: _____

Email Address: _____

Purchased Package: _____

Client Signature: _____

Date: _____

Doyle Operations Co. Representative: _____

Signature: _____

Date: _____