



RICHMOND HILL
EDUCATION SERVICES

Individual Services Terms and Conditions

These Terms & Conditions apply to all Individual Services provided by Richmond Hill Education Services ("the Service Provider") that are billed on an hourly basis.

By submitting a service request, accepting a quote, and/or submitting payment, the client ("the Client") agrees to the following terms.

1. Scope of Individual Services

Individual Services are provided on an hourly basis for specific admissions, academic, relocation, or transition-related support. The scope of work, estimated hours, deliverables, and timeline will be outlined in advance and confirmed in writing prior to the start of work.

Individual Services are limited to the specific scope outlined in the approved quote. Any requests beyond the agreed scope, including additional tasks, revisions, or follow-up work, will require additional billed time and may require a revised quote.

2. Quoting & Approval

All Individual Services are quoted in advance based on the information provided by the Client. Quotes include:

- An estimated number of hours
- The applicable hourly rate (Standard or Expedited)
- An estimated delivery timeline

Quotes are valid for a limited time and must be approved before work begins. Estimates are based on the materials and information provided at the time of quoting. Significant changes may require an updated quote.

Issuing a quote does not constitute a commitment to provide services. The Service Provider reserves the right to decline or withdraw a quote prior to payment and confirmation, at its discretion.

3. Billing & Payment Terms

Individual Services are billed hourly at the Standard or Expedited rate, as selected by the Client and confirmed in the quote. All services are quoted in advance so the Client knows the total estimated cost before work begins.

Invoices are issued via Stripe and must be paid by the due date indicated. Payment is required in advance of work commencing. Work will not begin until payment has been received. Deliverables will not be released until all outstanding invoices are paid in full.

4. Minimum Billing Increment

A one-hour minimum applies to all Individual Services. After the first hour, time is billed in 30-minute increments, rounded up to the nearest increment.

Billable time includes, but is not limited to, reviewing materials, correspondence, research, preparation, revision suggestions, feedback, meetings or calls, coordination, and follow-up.

5. Delivery Timelines

Standard and Expedited timelines are subject to availability and current capacity. Expedited requests receive priority scheduling but do not guarantee specific outcomes, turnaround times, or admissions decisions. Delivery timelines will be confirmed in writing once the scope is agreed upon.

Timelines are calculated in business days and exclude weekends and public holidays unless otherwise agreed in writing.

6. Deliverables

All deliverables will be clearly defined in advance and provided by the agreed-upon date. Deliverables may include written feedback, edited documents, strategic guidance, planning support, or coordination services, depending on the nature of the request.

7. Client Responsibilities

The Client is responsible for:

- Providing accurate, complete, and timely information and materials
- Responding promptly to requests for clarification or feedback
- Meeting all external deadlines (e.g., application, visa, housing deadlines)

Delays caused by late submission of materials, incomplete information, or changes in direction may impact delivery timelines and do not constitute grounds for refunds.

8. Communication & Meetings

Communication related to Individual Services is conducted via agreed-upon channels. Extensive correspondence, meetings, or calls beyond what is outlined in the agreed scope may be billed as additional time.

9. Revisions & Follow-Up Work

Unless otherwise specified, revisions and follow-up requests are not unlimited and are billed as additional time. Any new or expanded requests may require a revised quote.

10. No Guarantees

The Service Provider provides guidance, strategy, and support based on experience and best practices but cannot guarantee admission outcomes, scholarship awards, visa approvals, housing availability, or decisions made by third-party institutions or authorities, such as universities, immigration authorities, landlords, or other service providers.

11. Advisory Nature of Services

The Service Provider does not provide legal, financial, or immigration advice and does not act as a legal representative. All guidance is informational and advisory in nature, and the Client is responsible for obtaining professional advice where required.

12. Cancellations & Refunds

Once work has begun, fees are non-refundable. If a request is cancelled prior to work commencing, refunds will be issued in accordance with the terms outlined in the quote or invoice, minus any administrative or preparatory time already incurred.

Prepaid hours not yet used may be refundable at the Service Provider's discretion, unless otherwise stated. Expedited fees are non-refundable once work has commenced.

13. Intellectual Property

All materials, feedback, templates, and guidance provided by the Service Provider remain its intellectual property and are for the Client's personal use only. Redistribution or commercial use is not permitted.

14. Confidentiality

All personal information and documents shared are treated as confidential and used solely for the purpose of providing the requested services.

15. Right to Refuse or Terminate Services

The Service Provider reserves the right to refuse or terminate services if a Client:

- Engages in abusive, inappropriate, or unreasonable behavior
- Requests unethical or dishonest conduct
- Fails to comply with these Terms & Conditions

In such cases, fees for work already completed remain payable.

16. Limitation of Liability

To the fullest extent permitted by law, the Service Provider's liability is limited to the fees paid for the specific services provided. The Service Provider is not liable for indirect, consequential, or third-party losses.

The Service Provider may rely on information provided by third parties and is not responsible for changes, errors, or omissions in third-party policies, requirements, or materials.

17. Force Majeure

The Service Provider is not responsible for delays or failure to perform caused by events beyond its reasonable control, including but not limited to technical failures, third-party disruptions, institutional delays, or force majeure events.

18. Governing Law

These Terms & Conditions are governed by the laws of the Commonwealth of Massachusetts, and any disputes shall be subject to its jurisdiction.

19. Acceptance of Terms

By submitting a request for Individual Services and completing payment, the Client acknowledges that they have read, understood, and agreed to these Terms & Conditions.

For any questions or concerns about our Individual Services, please contact Richmond Hill Education Services at:

Email: info@richmondhilled.com

Website: www.richmondhilled.com

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