

# CLIENT SERVICE AGREEMENT

**AccuraText, LLC**  
**Captioning and Transcription Services**

**This Agreement** is made between AccuraText, LLC (“AccuraText”) and the undersigned client (“Client”).

## 1. Services Provided

AccuraText will provide:

- Open and closed captioning
- Transcription-based caption production
- Captioned videos derived from Client-submitted audio or video recordings

## 2. Client Responsibilities

The Client agrees to:

1. Provide legally obtained recordings.
2. Confirm that all recorded parties gave required consent.
3. Supply files in standard, readable formats.
4. Review delivered captioned content for accuracy.
5. Request corrections within 7 days of delivery.

## 3. Turnaround Times

Standard delivery times apply unless otherwise agreed in writing. Rush fees may apply for expedited requests.

## 4. Accuracy

AccuraText aims for **95–99% accuracy**, depending on recording conditions. Accuracy is not guaranteed when audio contains:

- Heavy noise
- Overlapping speech
- Distortion
- Thick accents
- Low volume

## 5. Revisions

AccuraText provides **one complimentary round of corrections** for errors caused by us. Additional changes or reformatting may incur extra charges.

## **6. Fees and Payment**

The Client agrees to:

- Pay all invoices on time
- Pay additional fees for rush service or extensive revisions
- Understand that refunds are limited as outlined in the Refund Policy

## **7. Confidentiality**

AccuraText will keep all Client recordings and processed materials confidential and never disclose them to third parties outside service operations.

## **8. File Retention**

Recordings and captioned outputs are retained only as described in the AccuraText Data Retention Policy.

## **9. Limitation of Liability**

AccuraText's total liability is limited to the fees paid for the specific project. AccuraText is not liable for:

- Misinterpretations caused by unclear audio
- Consequences of Client-provided illegal recordings
- Damages arising from accuracy issues

## **10. Termination**

Either party may terminate the agreement with written notice. The Client remains responsible for payment for work already completed.

## **11. Governing Law**

This Agreement is governed by the laws of the state of Georgia in which AccuraText is legally registered.

## **12. Signatures**

**Client Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**AccuraText, LLC Representative:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_