

Terms of Service (TOS)

1. SCOPE OF SERVICE Solten Ventures LLC (doing business as **BOARD**) provides professional engineering and operational advisory services, specifically the **Forensic Operational Review** and the installation of the **Managed Operational Layer**. These services are diagnostic and architectural in nature.

2. THE 21-DAY PROTOCOL Upon execution of the Intake Protocol, BOARD commits to a high-intensity 21-day diagnostic window. The Client agrees to provide "Observer-level" access to the requested digital footprint (SaaS stack, CRM, ERP, Slack/Discord) within the first 72 hours of the engagement.

3. NO-REFUND POLICY & PAYMENT Due to the specialized nature of the Forensic Review and the immediate allocation of expert resources (30+ years of operational expertise), **all fees paid to Solten Ventures LLC are non-refundable.**

- The service is considered "delivered" as the diagnostic process unfolds.
- Client's failure to provide system access or internal data does not entitle the Client to a refund, as Board's capacity is reserved exclusively for the Client's project during the agreed timeframe.

4. LIMITATION OF LIABILITY BOARD provides architectural recommendations based on available data. Solten Ventures LLC is not liable for any direct or indirect business outcomes, loss of profits, or technical disruptions arising from the Client's implementation of these recommendations.

5. GOVERNING LAW These terms are governed by the laws of the State of California, USA.