



Terms of Service

Professional practices, payments, cancellations, and refunds

Editable document · Complete all bracketed fields

Version 1.2 · Georgia · September
29, 2026

IMPORTANT. This template was adapted for Galileo Innova LLC in Carrollton, Georgia, and reviewed against official sources current as of September 29, 2026. It is not a legal opinion. A Georgia-licensed attorney should confirm the customer type and any regulated service before publication or use.

AGREEMENT DETAILS

Provider	Galileo Innova LLC, based in Carrollton, Georgia, USA ("Galileo")
Lead consultant	Obed Morazán · Consultant and author
Client	[LEGAL NAME / TRADE NAME]
Effective date	[MONTH / DAY / YEAR]
Contact	obed.morazan@galileoinnova.com · +1 (706) 333-5994

Summary to display before payment

Mentoring	Online payment only after confirming the topic, date, duration, and participant.
Diagnostics and projects	Proposal, scope, agreement, and invoice before payment. Payments are tied to verifiable milestones.
Renewal	No automatic renewal by default. Each new period is confirmed before charging.
Results	Galileo provides analysis and professional guidance; the Client remains responsible for decisions and execution.

1. Scope and acceptance

These Terms govern mentoring, diagnostic, consulting, and operational implementation services provided by Galileo. The scope, price, schedule, deliverables, and responsible parties will be described in a mentoring confirmation, proposal, statement of work, or invoice accepted by the Client (the "Service Document"). Payment, signature, or written confirmation of the Service Document constitutes acceptance of these Terms. Services are designed primarily for commercial and operational purposes. A person purchasing mainly for personal, family, or household use retains all nonwaivable rights under the Georgia Fair Business Practices Act and other applicable laws.

2. Service models

Galileo may provide one or more of the following service models. The Service Document will identify the applicable model.

- **Mentoring / Guided Implementation:** Galileo guides, reviews progress, and supports decisions; the Client executes.
- **Done With You:** Galileo and the Client's team jointly design and execute defined activities.
- **Done For You:** Galileo produces deliverables or implements activities expressly included in the scope.
- **Diagnostic:** Galileo analyzes available information and documents findings, assumptions, priorities, and next steps.



3. Galileo responsibilities

Galileo will perform the services with reasonable professional care, clear communication, and traceability between data, assumptions, analysis, and recommendations.

- Confirm scope before starting and document changes affecting time, cost, or outcome.
- Identify limitations, dependencies, and missing information that may change a conclusion.
- Protect Client information under the applicable confidentiality agreement.
- Correct, within the agreed scope, verifiable errors in deliverables reported promptly.
- Avoid unsupported promises of savings, sales, profitability, or other results.

4. Client responsibilities

The Client will appoint a person with authority to coordinate the service and will provide complete, lawful, and reasonably accurate information within agreed deadlines.

- Keep original files and backups of its systems.
- Validate data, assumptions, and decisions before changing purchases, inventory levels, processes, or systems.
- Obtain permission to share information concerning employees, customers, vendors, or third parties.
- Provide secure access and revoke it when no longer needed.
- Comply with laws, contracts, safety rules, and internal policies applicable to its operations.

5. Fees, payments, and receipts

Fees and due dates appear in the Service Document. Prices are stated in U.S. dollars unless otherwise indicated. Applicable taxes will be displayed or invoiced when required.

- Confirmed mentoring sessions may be paid through a secure Square link. The processor issues a digital receipt, and Galileo retains the transaction confirmation.
- Diagnostics and implementations are billed under a proposal, agreement, and invoice; ACH or another written method is recommended for higher-value projects.
- Galileo does not request or store full payment-card numbers through email, WhatsApp, forms, or files.
- An overdue payment may pause future work after reasonable notice. Deliverables completed through that date remain subject to the agreed payment terms.
- External costs must be included in the proposal or approved in writing before they are incurred.

6. Scheduling and attendance

Sessions reserve time for the Client. Cancellation or change requests must be sent to obed.morazan@galileoinnova.com or the agreed WhatsApp number and include the name, service, and date. The message receipt time determines the applicable deadline.

SERVICE	TIMING	CLIENT OPTION	PAYMENT TREATMENT
Mentoring	48 hours or more before	Reschedule once or request a refund.	100% credit or 100% refund.
Mentoring	Between 24 and 48 hours before	Reschedule once or request a partial refund.	100% credit or 50% refund.
Mentoring	Less than 24 hours or no-show	One courtesy reschedule for a documented emergency, subject to availability.	Payment applies to the reserved time; otherwise nonrefundable.
Diagnostic / project	Before work begins	Cancel in writing.	Refund of amounts paid, less previously authorized external costs.
Diagnostic / project	After work begins	Close the project in an orderly manner and receive completed work.	Refund of the unearned portion; accepted deliverables and milestones are nonrefundable.
Any service	Cancellation by Galileo	Reschedule or receive a refund.	100% credit or refund of the affected portion, at the Client's option.



Approved refunds will be issued to the original payment method. Galileo will initiate them promptly, but a bank or processor may take several business days to post them. If Square does not return its processing charge to Galileo, Galileo will absorb that charge for full refunds provided by this policy; it will not be deducted from the Client unless a custom business project states otherwise in writing and the law allows it.

This voluntary policy does not replace mandatory cancellation rights. If a consumer sale occurs through face-to-face contact away from Galileo's usual place of business and meets Georgia's legal requirements for a cooling-off period, the legally required notice, deadline, and refund will control over any less favorable term. Georgia does not provide a universal three-day cancellation right for every purchase.

7. Packages, periods, and renewals

Each mentoring package or period will state the number of sessions, duration, and expiration date. Automatic renewal is not the default. Before a new period, Galileo will send a confirmation and the Client will decide whether to continue. Unused sessions may be rescheduled within the period stated in the Service Document; if no period is stated, the credit expires sixty (60) days after purchase. If Galileo later offers an online automatic renewal, it must clearly state the price, frequency, duration, and cancellation terms, retain proof of acceptance, and provide a simple online cancellation method as required by applicable Georgia law.

8. Scope changes, acceptance, and corrections

Any request outside the scope will be documented with its effect on price, timing, and responsibilities before work begins. The Client will review deliverables within seven (7) business days after receipt and report verifiable errors or scope failures. Galileo will have a reasonable opportunity to correct them. Operational use of a deliverable or lack of comments within the review period may be treated as acceptance, except for hidden defects or rights that cannot legally be limited.

9. Results and decisions

Mentoring and consulting provide analysis, education, options, and recommendations; they are not legal, tax, accounting, financial, investment, engineering, or certified safety advice. Results depend on data quality, Client decisions, resources, market conditions, and execution. Galileo does not guarantee a specific amount of savings, sales, turnover, availability, or profitability. The Client retains authority and responsibility for every decision and implementation.

10. Confidentiality, privacy, and retention

The parties will protect information under the Mutual Confidentiality Agreement or another signed clause. Galileo will request only necessary data, restrict access, and seek to delete or return working files within ninety (90) days after closing, unless law, accounting obligations, a written agreement, or reasonable technical backup requires longer retention. Retained data remains protected and will not be used for another purpose.

11. Responsible use of artificial intelligence and automation

Galileo may use analytical or artificial-intelligence tools to support research, organization, drafts, or quality control. It will not enter identifiable Client Confidential Information into public AI services without written authorization and prior review of data handling. Technology will not replace human review, and final recommendations remain Galileo's professional responsibility within the contracted scope.

12. Intellectual property

The Client retains ownership of its data and preexisting materials. Galileo retains ownership of its methods, frameworks, templates, libraries, general knowledge, and preexisting materials. After full payment of the applicable fees, the Client receives a nonexclusive, perpetual, internal-use license for final deliverables in its business. The Client may not resell, sublicense, publish, or distribute Galileo materials outside its organization without written permission, except for content expressly created for publication.

13. Recordings, testimonials, and case studies

No session will be recorded without prior consent from every participant. Galileo will not publish the Client's name, logo, testimonial, image, or identifiable results without specific written permission. Anonymized cases must remove details that could reasonably identify the Client.



14. Professional conduct

The parties will maintain a respectful, safe environment free from harassment, discrimination, threats, and unlawful requests. Galileo may pause a session or terminate a service for serious misconduct, safety risk, misuse of credentials, or material breach, after notice when reasonably possible. Fees for completed work remain payable; any unearned portion will be handled under the refund policy and applicable law.

15. Reasonable limitation of liability

To the extent permitted by law, neither party is liable for indirect, incidental, special, or consequential damages arising from the service. Galileo's total liability related to a Service Document will not exceed the fees actually paid to Galileo for the affected service during the six (6) months before the event giving rise to the claim. This limitation does not apply to fraud, willful misconduct, gross negligence, confidentiality violations, intellectual-property infringement, nonwaivable consumer rights, or liabilities that cannot legally be limited. A Georgia-licensed attorney should confirm this clause before use.

16. Termination

Either party may terminate a service for material breach if the other party does not cure the breach within ten (10) business days after written notice, unless the risk requires immediate suspension. Upon termination, the Client will pay for completed work and authorized costs; Galileo will deliver completed work and return any applicable unearned portion. Confidentiality, payment, ownership, liability, and dispute-resolution provisions survive according to their nature.

17. Complaints and early resolution

The Client may report a concern to obed.morazan@galileoinnova.com and identify the service, date, situation, and requested solution. Galileo will acknowledge receipt within two (2) business days and seek to provide a substantive response within five (5) business days. Before litigation, the parties will attempt a good-faith executive discussion and, if both agree, mediation. This clause does not limit consumer rights or legal deadlines.

18. Governing law and general provisions

These Terms are governed by the laws of the State of Georgia, without regard to conflict-of-law rules. To the extent permitted by law, any action will be filed in a state court of competent jurisdiction located in Carroll County, Georgia, or, when federal jurisdiction exists, in the United States District Court for the Northern District of Georgia, Newnan Division. This venue selection does not limit venue rights that cannot legally be waived. The Service Document and these Terms form the entire agreement concerning the service. Changes must be in writing. If a provision is invalid, the remaining provisions continue in effect. Failure to enforce a provision once is not a waiver. Electronic signatures and acceptances are governed by the Georgia Uniform Electronic Transactions Act. Contract notices may be sent to the contact email identified by Galileo; service of process must comply with applicable law.

Acceptance

By signing, typing a name, applying a digital signature, checking an acceptance box, paying for a confirmed mentoring session, or accepting a Service Document that incorporates these Terms, the Client expresses an intent to sign electronically, acknowledges an opportunity to review and retain a copy before payment, and confirms receipt of clear information about scope, price, cancellation, and refund terms.

GALILEO INNOVA LLC	CLIENT / OTHER PARTY
By: Obed Morazán	Entity: _____
Title: Consultant and author	By: _____
Signature: _____	Title: _____
Date: _____	Signature: _____
	Date: _____



Appendix A Professional Practices Commitment

This commitment summarizes the working practices that strengthen trust. It may be shared with the Client together with the proposal.

✓	PRACTICE	COMMITMENT
☐	Visible scope	Every service begins with documented objectives, deliverables, responsible parties, schedule, price, and limits.
☐	Minimum data	Only necessary information is requested; shared credentials and sensitive data unrelated to the objective are avoided.
☐	Traceability	Findings and recommendations distinguish facts, assumptions, estimates, and decisions.
☐	Security	Access is restricted, files are protected, the Client retains backups, and access is revoked at closing.
☐	Responsible AI	Identifiable data requires authorization before AI use, human review, and transparency when technology materially influences the work.
☐	Independence	Recommendations reflect the Client's situation; relevant conflicts or commercial relationships are disclosed.
☐	Honest results	No savings or profitability guarantees; metrics, baseline, and measurement period are agreed before attributing results.
☐	Controlled changes	Every scope change is approved with its effect on cost, timing, and outcome.
☐	Correction	The Client has a channel and reasonable period to report errors; Galileo documents corrections.
☐	Authorized publication	Testimonials, logos, and cases require written permission; anonymization must be genuine.

Short website text

Secure payment for confirmed mentoring. Before paying, you will receive the topic, date, duration, price, and cancellation policy. Diagnostics and implementations begin with a proposal, scope, agreement, and invoice. Every payment receives a receipt, and renewals are confirmed in advance.

Mentoring cancellations: 48 hours or more: 100% refund or rescheduling; 24 to 48 hours: 100% rescheduling credit or 50% refund; less than 24 hours: payment holds the reservation, with one possible courtesy for a documented emergency. If Galileo cancels, you choose rescheduling or a refund.

Questions: obed.morazan@galileoinnova.com • +1 (706) 333-5994 • galileoinnova.com