

# RAW FILE RESCUE

## Service Agreement & General Authorization

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*Pilot operational draft - legal review recommended before broader use*

Pilot Forms v1.1 | August 26, 2026

**Pilot operational template.** This form documents the agreed RFR workflow. It is not legal, tax, medical, accounting, or cybersecurity advice.

|                           |  |
|---------------------------|--|
| <b>Job ID</b>             |  |
| <b>Customer</b>           |  |
| <b>Scope / Quote date</b> |  |
| <b>Authorized ceiling</b> |  |

### 1. Customer Authority

Customer states that they own/control the material or otherwise have authority to authorize RFR to access and work with the material included in the accepted scope.

### 2. RFR Role

RFR provides information-organization and document-processing services. RFR does not provide legal, tax, medical, accounting, cybersecurity, forensic-data-recovery, or other licensed/professional advice unless separately qualified and explicitly agreed.

If material is connected to active or reasonably anticipated litigation or a legal dispute, RFR applies elevated-risk review. RFR does not provide legal strategy or legal advice, and customer material will not be submitted to an external AI service without appropriate authorization.

### 3. Review Before Delete

Potential deletion candidates are identified for customer review. RFR does not permanently delete customer material merely because it appears duplicated, obsolete, unnecessary, or poorly named. Permanent deletion requires customer authorization.

### 4. Original Physical Records

Original physical records remain at the customer location during the pilot. RFR does not take original physical customer records off-site.

### 5. Temporary Working Data

RFR temporary working copies are ordinarily retained for seven calendar days beginning when RFR successfully sends or makes the final deliverable available to the customer using the agreed delivery method. If delivery fails, the retention clock does not start. Timely correction/discrepancy notice pauses deletion of relevant working material while the issue is reviewed.

## 6. Corrections & New Scope

RFR will make reasonable corrections needed to bring the work into conformity with the accepted scope. New material, changed preferences, added research, a new organization architecture, or a different deliverable are new scope and require approval.

## 7. Payment

Payment terms are stated in the accepted Scope/Quote.

During the pilot, the initial inquiry, basic fit check, intake discussion, consultation, and preparation of proposed job parameters are free.

If the customer cancels after approving the job parameters but before production begins, RFR refunds 90% of prepaid service fees. The remaining 10% is retained for completed post-approval project setup, scheduling, payment processing, and administrative work. It is not a charge for the free intake or consultation.

“Production begins” means customer-specific work performed after intake and acceptance of the Scope/Quote, including organizing, renaming, reviewing, extracting, digitizing, transforming, or preparing deliverables.

After production begins, completed and earned work is nonrefundable. Earned labor and authorized incurred expenses remain payable, and any unearned prepaid service-fee balance is refunded. Any stated minimum charge becomes nonrefundable once production begins.

Customer-authorized third-party costs and approved project expenses are nonrefundable after they are incurred. This section is subject to rights that cannot legally be waived.

## 8. Customer Authorization

☐ I have reviewed the accepted Scope/Quote and authorize RFR to perform that work.

☐ I understand that separate AI, remote-access/path, deletion, or scope-change authorization may be required when applicable.

|               |                                   |                      |                                   |
|---------------|-----------------------------------|----------------------|-----------------------------------|
| Customer name | <div><div></div><div></div></div> | Signature / approval | <div><div></div><div></div></div> |
| RFR name      | <div><div></div><div></div></div> | Signature / approval | <div><div></div><div></div></div> |
| Date          | <div><div></div><div></div></div> | Time                 | <div><div></div><div></div></div> |