

AGAINST GIANTS LABOR ADVOCATES, LLC

CLIENT SERVICE AGREEMENT

Effective Date: December 2025

1. Services Provided

Against Giants Labor Advocates, LLC ("Against Giants") provides advocacy consulting services to Client: - Consultation access via phone, email, and text - Grievance coaching and strategic guidance - Document review and preparation - Advocacy support for workplace matters - Disciplinary defense guidance - Career advancement planning - Policy navigation support - Emergency consultation availability

2. Service Terms

Membership Fee: \$35 per month

Payment Method: Credit card or ACH bank transfer via secure Stripe payment processing

Payment Schedule: Monthly, automatic billing on the same day each month

Payment Setup: Client will receive a secure Stripe payment link to set up automatic monthly billing

3. Service Limitations

Against Giants Labor Advocates, LLC is a consulting service providing advocacy coaching and guidance. **We are not attorneys and do not provide legal advice or legal representation.** Our services focus on: - Coaching clients for self-advocacy in workplace matters - Preparing documents and strategies for client use - Providing guidance and workplace navigation support

For matters requiring legal counsel, Against Giants will provide referrals to qualified employment attorneys.

4. Client Responsibilities

Client agrees to: - Provide accurate and complete information about workplace situations - Respond promptly to requests for documentation or information - Follow guidance and strategies developed in consultation - Maintain confidentiality of strategic advice and documents provided - Notify Against Giants immediately of any significant developments in workplace matters - Maintain current payment method and contact information

5. Confidentiality

Against Giants maintains strict confidentiality regarding all client matters, communications, and case information. Information will only be shared: - With client's explicit written consent - As required by law or court order - With other Against Giants staff on a need-to-know basis for service delivery

Client information will never be shared with employers, union representatives, or third parties without explicit client authorization.

6. Cancellation Policy

Client Cancellation: Client may cancel membership at any time by: - Sending written notice via email to info@againstgiantsllc.com - Calling or texting 757-774-8265 - Canceling the subscription through the Stripe customer portal

Cancellation is effective at the end of the current billing period. No refunds for partial months. Client will retain access to services through the end of the paid period.

Against Giants Cancellation: Against Giants may terminate services with 30 days' written notice, or immediately for: - Non-payment of fees (after 14-day grace period) - Client misrepresentation or fraud - Client conduct that violates TSA regulations or security requirements - Conflicts of interest that prevent effective representation - Abusive or threatening behavior toward Against Giants staff

In the event of immediate termination by Against Giants, Client will receive a prorated refund for unused services.

7. Payment Processing and Billing

Automatic Billing: Client authorizes Against Giants to process monthly payments via Stripe payment processing. Charges will appear as "Against Giants Labor Advocates" on credit card or bank statements.

Failed Payments: If a payment fails, Client will be notified immediately and given 7 days to update payment information. After 14 days of non-payment, services may be suspended and membership may be terminated.

Billing Disputes: Any billing disputes must be raised within 30 days of the charge. Contact info@againstgiantsllc.com for billing questions.

Price Changes: Against Giants reserves the right to change membership pricing with 60 days' written notice. Current members will be given the option to continue at the new rate or cancel their membership without penalty.

8. Results and Expectations

Against Giants will provide professional advocacy consulting services based on 25+ years of combined TSA experience. However, Client understands that: - Workplace outcomes depend on many factors beyond Against Giants' control - Against Giants cannot guarantee specific results in any matter - Success requires client cooperation and adherence to guidance - Some workplace situations may require legal counsel beyond Against Giants' scope - TSA management decisions are ultimately at the discretion of TSA leadership - Federal employment processes follow established regulations and timelines

Against Giants commits to providing honest assessments, strategic guidance, and diligent advocacy coaching within the scope of our expertise and authority.

9. Limitation of Liability

Against Giants' liability is limited to the amount of fees paid by Client in the three months preceding any claim. Against Giants is not liable for: - Decisions made by Client based on our guidance - Outcomes of workplace proceedings or investigations - Actions taken by TSA management or other third parties - Indirect, consequential, or punitive damages

This limitation does not apply to liability that cannot be excluded under applicable law.

10. Dispute Resolution

Any disputes arising from this agreement will be resolved through: 1. **Good Faith Discussion:** Direct communication between Client and Against Giants to resolve the matter 2. **Mediation:** If direct resolution is unsuccessful, binding mediation in Virginia 3. **Arbitration:** If mediation fails, binding arbitration in Virginia under American Arbitration Association rules

Client and Against Giants waive the right to participate in class action lawsuits related to this agreement.

11. Governing Law

This agreement is governed by the laws of the Commonwealth of Virginia. Any legal proceedings must be brought in Virginia courts.

12. Entire Agreement

This agreement constitutes the entire understanding between Client and Against Giants regarding advocacy services. Any modifications must be made in writing and signed by both parties.

Verbal promises or representations not included in this written agreement are not binding.

13. Severability

If any provision of this agreement is found to be unenforceable, the remaining provisions remain in full effect.

14. Electronic Acknowledgment and Agreement

By checking the agreement box on the Against Giants signup form and submitting your information, you: - Acknowledge that you have read and understood this Service Agreement in its entirety - Agree to all terms, fees, service limitations, and conditions stated herein - Understand that Against Giants is not a law firm and does not provide legal advice or legal representation - Confirm your voluntary decision to engage Against Giants' advocacy consulting services - Authorize Against Giants to process monthly payments of \$35 via Stripe

payment processing - Understand your cancellation rights and the procedures for terminating services - Acknowledge that your electronic acceptance constitutes a legally binding agreement equivalent to a physical signature

Your electronic submission serves as your legally binding signature under the Electronic Signatures in Global and National Commerce Act (E-SIGN Act) and applicable state law.

Client information will be collected via the signup form at againstgiantsllc.com

Contact Information

AGAINST GIANTS LABOR ADVOCATES, LLC

Phone/Text: 757-774-8265
Email: info@againstgiantsllc.com
Website: againstgiantsllc.com

Professional Advocacy. Personal Attention.

IMPORTANT NOTICE: This is a service agreement for advocacy and consulting services. This is not a legal services contract. Against Giants Labor Advocates, LLC does not provide legal advice or legal representation. For legal matters, clients should consult with a licensed attorney.

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