



NERXCI

TERMS OF SERVICE & OPERATIONAL STANDARD

1. THE STANDARD OF ENGAGEMENT

When you partner with Nerxci, you are hiring an architectural growth team, not hourly order-takers. We execute based on the agreed-upon strategic blueprint. Any sudden shifts in scope, deliverables, or objectives after the project has commenced will require a new scope of work and additional billing.

2. FINANCIAL ARCHITECTURE

- **The Deposit:** All ecosystem builds and media productions require a strict 50% non-refundable deposit to secure your place in our production schedule. No strategic work or on-set production begins until this clears.
- **The Final Balance:** The remaining 50% is due immediately upon project completion, prior to the handover of final source files, website ownership transfers, or live deployment.
- **Retainers:** Monthly social scaling and growth retainers are billed on the 1st of every month. Late payments will result in a temporary pause of all digital scaling activities.

3. THE REVISION PROTOCOL

We build based on precision. Every major milestone (Web Infrastructure, Media Production) includes two (2) consolidated rounds of revisions. This forces all decision-makers to be intentional with their feedback. Any additional revisions requested beyond these two rounds are billed at our standard agency hourly rate.

4. INTELLECTUAL PROPERTY & OWNERSHIP

Nerxci retains full ownership of all raw files, working files, and strategic blueprints. Upon final payment, the client receives the exclusive license and ownership of the *final, compiled deliverables* (the live website, the final rendered video, the exported graphics). We reserve the right to feature the completed ecosystem in the Nerxci portfolio and archive.

5. COMMUNICATION & OPERATIONS

Elite work requires focused execution. We manage all project communications exclusively through our official agency channels (Email / Dedicated WhatsApp thread) during standard business hours in Accra, Ghana. We do not accept spontaneous strategy adjustments via phone calls outside of scheduled meetings.

6. SERVICE-SPECIFIC AGREEMENTS

While this document establishes our foundational agency standards, each individual service pillar (Web Infrastructure, Media Production, Social Scaling) carries its own dedicated terms, scopes, and conditions. These service-specific agreements will be provided for review and signature upon the initiation of that respective project.

This document outlines the official operational boundaries and financial terms for all Nerxci projects and retainers.
Engaging our services constitutes agreement to these standards.