



CLIENT SERVICE AGREEMENT

[Legal terms, service acknowledgments and signature authorization](#)

IMPORTANT: This agreement must be read before services begin. DocuFile360 is a private business, not a law firm or government agency.

1. SERVICES AND SCOPE

DocuFile360 will provide only the administrative, document-preparation or properly credentialed service selected on page 3 and confirmed in writing. Clerical work is based solely on information and choices supplied by the Client. Added work, changed instructions, rush handling, filing, delivery, translation, notarization or third-party work requires separate written authorization.

2. NO LEGAL ADVICE OR REPRESENTATION

DocuFile360 is not a law firm and does not provide legal advice, legal strategy or legal representation. DocuFile360 does not select legal forms or remedies, determine legal or immigration eligibility, interpret the law, advise how to testify, predict results or appear in court. The Client should consult a licensed attorney about rights, remedies, deadlines, eligibility, strategy or legal consequences.

FLORIDA NONLAWYER DISCLOSURE

The Client acknowledges that DocuFile360 has stated that its nonlawyer personnel may not give legal advice, cannot tell the Client what rights or remedies the Client has, cannot tell the Client how to testify in court, and cannot represent the Client in court. A paralegal works under the supervision of a lawyer; DocuFile360 personnel are not acting as the Client's paralegal unless a separate lawyer-supervised arrangement expressly states otherwise.

3. CLIENT RESPONSIBILITIES

The Client must provide complete, accurate and legible information; make all substantive choices; review names, dates, numbers, selections and attachments; approve the final work before filing or delivery; maintain copies; report changes promptly; and track all deadlines. DocuFile360 accepts no deadline unless confirmed in writing. Corrections caused by revised instructions, new facts or inaccurate Client information may require an additional fee.

4. FEES, PAYMENTS AND EXCLUDED CHARGES

The Client will receive a separate written quote or service order. Unless expressly included in writing, DocuFile360 service fees exclude state, federal, court, filing, recording, consular, immigration, passport, licensing, insurance, postage, courier, process-server, publication, payment-processing and other government or third-party charges. Starting prices on the website are estimates, not final quotes. Complete card information must not be sent by email, appointment form or document-upload form.

5. CANCELLATION AND REFUNDS

Before work begins, the Client may cancel and receive a refund of unearned DocuFile360 service fees, less disclosed nonrecoverable costs. After work begins, DocuFile360 may retain or charge the reasonable value of work performed and costs incurred; remaining unearned service fees will be refunded. Completed or substantially completed customized work is generally nonrefundable except where required by law or where the agreed service was not provided. Government and third-party charges are controlled by the recipient and may be nonrefundable. Appointments should be cancelled or rescheduled at least 24 hours in advance; no cancellation or no-show fee applies unless disclosed and accepted in writing.

6. NO GUARANTEE AND LIMITS

Courts, agencies, insurers, consulates, financial institutions and other recipients make their own decisions. DocuFile360 does not guarantee acceptance, eligibility, processing time, filing, approval, coverage, refund, tax result or any other outcome. To the extent permitted by law, DocuFile360 is not responsible for losses caused by inaccurate Client information, missed Client deadlines, third-party decisions, service interruptions or matters outside the written scope.

SERVICE-SPECIFIC AND PRIVACY ACKNOWLEDGMENTS

Only the acknowledgment for the service selected on page 3 applies. Initial the applicable line on the signature page.

COURT, FAMILY AND LANDLORD-TENANT FORMS

The Client selected the form and supplied the information. DocuFile360 did not advise about rights, remedies, defenses, evidence, testimony, strategy or which form to choose. The Florida nonlawyer disclosure on page 1 applies.

IMMIGRATION FORM PREPARATION

DocuFile360 provides clerical typing and preparation from information supplied by the Client, not immigration legal advice or representation. DocuFile360 does not determine eligibility or which benefit or form to pursue. Only an authorized attorney or qualifying DOJ-accredited representative may provide immigration legal advice or representation.

TAX PREPARATION

Tax-return preparation is performed only by an assigned paid preparer holding a current PTIN and any required e-file authorization. The Client remains responsible for complete and accurate information and must review the return before signing. Results and processing times are not guaranteed.

HEALTH INSURANCE ENROLLMENT

Enrollment assistance is provided only by appropriately authorized personnel for the applicable plan year. The Marketplace, insurer and applicable law determine eligibility, subsidies, networks and coverage. No coverage or subsidy is guaranteed.

NOTARY, PASSPORT, APOSTILLE AND AUTHENTICATION

Notarization is not legal advice and does not prove a document is truthful, legal or effective. Identification, personal appearance and statutory requirements apply. DocuFile360 is not the U.S. Department of State, a passport agency, consulate or authentication authority. The receiving authority controls requirements, acceptance, fees and processing time.

TRANSLATION, BUSINESS FILINGS AND DOT PAPERWORK

The receiving organization decides whether a translation or certification is acceptable. For business or transportation paperwork, the Client selects the filing and supplies the information. DocuFile360 does not provide legal, tax, compliance or transportation-safety advice or guarantee agency approval.

PRIVACY AND SECURE DOCUMENT HANDLING

DocuFile360 may collect contact, identity, service, scheduling, payment-status and document information supplied by the Client. Information is used to respond, perform the agreed service, communicate, maintain records, comply with law and protect the parties. Information may be processed by approved providers supporting hosting, Google Forms, Drive, Calendar, email, payments, delivery or another requested function, and may be disclosed with Client authorization, to complete an authorized submission or as required by law.

Sensitive documents must be sent only through the designated Secure Document Upload form or another approved secure method. Do not send Social Security numbers, bank information, passwords, complete card data or sensitive documents through ordinary email or the appointment form. Records are retained only as reasonably needed for service, business, tax, dispute, legal and compliance purposes, then deleted or securely disposed of under DocuFile360 retention practices. Privacy requests may be sent to privacy@docufile360.com.

ELECTRONIC RECORDS AND SIGNATURES

The parties agree that this transaction may be conducted electronically. A signature applied through an approved electronic-signature service is intended to sign this agreement and may have the same effect as a handwritten signature to the extent permitted by law. The Client may request a paper or electronic copy, should retain a completed copy, and may decline electronic signing before completion. DocuFile360 will retain a reproducible signed copy and available signing evidence.

SERVICE SELECTION AND SIGNATURES

Select one or more services, initial any applicable acknowledgment, and sign below.

SERVICE REQUESTED

☐ Document & Form Preparation	☐ Family Court Form Assistance Court/family acknowledgment initials: _____
☐ Landlord & Tenant Form Assistance Court/tenant acknowledgment initials: _____	☐ Immigration Form Preparation Immigration acknowledgment initials: _____
☐ Apostille & Authentication Assistance Notary/passport/apostille acknowledgment initials: _____	☐ Translation Services Translation/business/DOT acknowledgment initials: _____
☐ Notary & Signing Services Notary/passport/apostille acknowledgment initials: _____	☐ Business Filings Translation/business/DOT acknowledgment initials: _____
☐ DOT & Trucking Paperwork Translation/business/DOT acknowledgment initials: _____	☐ Passport Application Assistance Notary/passport/apostille acknowledgment initials: _____
☐ Tax Preparation Tax acknowledgment initials: _____	☐ Health Insurance Enrollment Assistance Insurance acknowledgment initials: _____
☐ Other	

Specific service / document _____

Agreed scope / quote reference _____

Requested date, if applicable _____

CLIENT CONTACT AND ACCEPTANCE

Full legal name _____

Email address _____

Phone number _____

By signing, the Client confirms receipt and review of all three pages, accepts the written scope and separate quote, authorizes reasonable use of information for the requested service, and acknowledges that no legal advice, representation or outcome guarantee is offered.

Client signature _____

Date signed _____

DOCUFILE360 ACCEPTANCE

Representative name _____

Business email _____

Business phone _____

Representative signature _____

Date signed _____

Agreement version: August 2026 | Related quote/service order attached: ☐ Yes ☐ No | Secure upload: docufile360.com