

## KINDNESS CLAUSE



The most important clause that can get you fired immediately. You will be fired without refund for violating this clause.

### Kindness Clause

We value respect and kindness in all interactions. Our staff is committed to treating every customer with courtesy and professionalism, and we ask the same in return.

- Abusive, threatening, or disrespectful behavior toward staff, carriers, or other customers will not be tolerated.
- If a customer violates this policy, we reserve the right to immediately suspend or cancel services, including storage or delivery, without refund.
- Continued or severe violations may result in termination of all current and future services.

**If we must fire you as a client for violation of any clause including the kindness clause**

When to Fire a Client

- **Toxic Behavior:** Clients who are consistently rude, disrespectful, or abusive.
- **Unreasonable Demands:** Clients who consistently make unreasonable demands or violate project scope boundaries.

- **Lack of Profitability:** Clients who we must where excessive time is spent on tasks. If their behavior distracts from the experience of other clients due to the time needed to accommodate.
- **Skill Mismatch:** When our business no longer has the necessary skills or expertise to meet the client's needs.
- **Personal Well-being for any person associated with our company from staff member to owner:** When the client is draining our energy and peace of mind, making the relationship unsustainable.