

Results-Based Performance Guarantee Policy

At Woop Environmental, we stand behind our work with a clear, results-driven commitment to growing your business.

1. Eligibility & Scope

This Performance Guarantee applies exclusively to clients enrolled in the Business Scaler Advanced Tier.

To qualify for this guarantee:

- Client must maintain an active, paid subscription under the Business Scaler Advanced Tier for a minimum of three (3) consecutive months.
- Clients who pre-pay for service terms (e.g., 6-month or 12-month packages) must complete their initial paid term before free extended services begin.

2. The Core Guarantee

If your business has not achieved net revenue growth after at least three (3) full calendar months of paid service or the end of your pre-paid period, you stop paying upon completion of your paid commitment period.

Once your paid term is complete, we will continue providing services 100% free of charge (\$0/month) under the Business Scaler Advanced Tier until your business achieves a calendar month showing net revenue growth.

3. How Growth Is Measured

- **Metric:** Performance is evaluated exclusively on Net Revenue (Gross revenue minus returns, discounts, and chargebacks).
- **Baseline Comparison:** We compare each month's net revenue against the exact same calendar month from the previous year (e.g., comparing October 2026 to October 2025).
- **Fulfillment:** The guarantee requirement is fully satisfied as soon as any single calendar month (during the paid service period or extended free period) shows net revenue higher than the corresponding baseline month.
- **Threshold & Fulfillment:** Growth is defined as any net revenue amount exceeding the baseline month by [e.g., \$1.00 or 1%]. Once net revenue growth is achieved in any single calendar month, the guarantee requirement is permanently satisfied, and standard tier billing will resume for all following months.
- **Baseline Availability:** Clients must provide verified financial statements for the corresponding 12-month baseline period prior to onboarding. If historical data is unavailable or unverified, the guarantee is void.

4. Client Operational Requirements

To qualify for and keep this guarantee active throughout your service term, you agree to fulfill the following operational responsibilities:

- **Strategy Sessions:** Schedule and attend all five (5) monthly strategy and review calls.
- **Prompt Execution:** Begin implementing all strategic, operational, or sales recommendations within seven (7) calendar days of receiving them.
- **Data Transparency:** Provide all requested business, financial, and analytics data within seven (7) calendar days of our request.

5. Extended Free Service Terms

- If net revenue growth is not achieved by the end of your paid commitment (minimum 3 months), service fees drop to \$0/month starting the following billing cycle.
- Free services continue month-to-month until a target month registers positive net revenue growth compared to the prior year.
- Clients remain responsible for direct internal business expenses or third-party software/tools required to execute strategies.
- **Maximum Cap:** Free extended services provided under this guarantee are capped at a maximum duration of **twelve (12) consecutive calendar months**. If net revenue growth is not achieved after 12 months of free service, either party may terminate the agreement immediately with no further obligation or liability.

6. Exclusions & Voiding Conditions

This guarantee becomes null and void, and free services will not apply if any of the following occur:

- **Tier Downgrade:** Client downgrades from the Business Scaler Advanced Tier to a lower service tier prior to or during the guarantee period.
- **Failure to Implement:** Client refuses, alters, or fails to begin implementing recommendations within the 7-day window.
- **Failure to Report Performance Data:** Client refuses, alters, delays, or fails to report complete Net Revenue data needed to measure growth and evaluate the continuation or conclusion of free services.
- **Inaccurate Data:** Client provides incorrect, incomplete, or fraudulent financial or operational data.
- **Service Pauses:** Client pauses services or delays agreed operational activities.
- **Market or Macroeconomic Force Majeure:** Major market collapses, statutory shifts, or industry-wide downturns outside of Woop Environmental's reasonable control that suppress baseline potential.

This document outlines standard policy terms for all active Business Scaler Advanced Tier accounts under Woop Environmental.