



## **Delaware SBDC Service Agreement**

**This document is discussed with each client who has been selected to receive one-on-one counseling services from the DSBDC. Its purpose is to clarify the services provided by the DSBDC and set appropriate expectations for both the client and the business advisor.**

- The business advisory services are provided at no cost. Our program is funded through the U.S. Small Business Administration, the State of Delaware and other partners.
- All of our services are provided to you **FREE** of charge. However, in exchange for our services, we do require you to provide follow-up documentation that will ensure that the Small Business Development Center continues to be funded. In lieu of payment for the services, we ask you to participate in surveys and provide information regarding your progress in starting and growing your business. You will receive periodic inquiries from our staff regarding your progress with respect to business financing, sales and number of employees. Because we must demonstrate that we were successful in helping you with your business, we may need you to submit, via email, a statement confirming our assistance.
- Your information will be kept confidential.
- The DSBDC is an educational program that helps business owners or potential business owners increase their knowledge and skills to create, operate, and grow successful businesses. It is the business advisor's job to ask the tough questions and bring up potential problems that the business may encounter. A business advisor will not "sugar coat" their advice, but will provide feedback that is honest and market based.
- The information and services provided by the DSBDC are advisory in nature, and do not take the place of industry experts, such as lawyers, accountants, tax professionals, etc. The information provided by our advisors is not designed or intended to provide authoritative financial, accounting, investment, legal, or other professional advice. If expert assistance in any of these areas is required, the services of a qualified professional should be sought.
- The client is responsible for taking measurable steps to start or grow their business; the client will commit to working on and completing the agreed upon action items.

Client Printed Name: \_\_\_\_\_

Name of Company (if applicable): \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Business Advisor: \_\_\_\_\_