

Terms of Service

Last Updated: March 16, 2026

1. Acceptance of Terms

Welcome to Step by Step and Side by Side LLC. By accessing or using our website and services, you agree to be bound by these Terms of Service.

If you do not agree with these Terms, please do not use our website or services.

2. About Our Services

Step by Step and Side by Side LLC provides professional, confidential, fee-based support services for seniors and families navigating complex life transitions. Our services may include advocacy, organization, coordination, and guidance during challenging life situations.

Our services are intended to support and assist individuals and families but do not replace professional medical, legal, or financial advice.

3. Client Accounts

Some features of our website or services may require the creation of an account.

When creating an account, you agree to:

- Provide accurate and current information
- Maintain the confidentiality of your account login information
- Notify us promptly of any unauthorized use of your account

You are responsible for all activities that occur under your account.

4. Fees and Payments

Services provided by Step by Step and Side by Side LLC are fee-based. By engaging our services, you agree to pay all applicable fees as described during the service agreement or scheduling process.

Payments may be processed through secure third-party payment providers.

5. Confidentiality

Because our services often involve sensitive personal and family situations, Step by Step and Side by Side LLC treats client information with strict confidentiality.

Information will not be disclosed except:

- With permission from the client or authorized representative
- When necessary to coordinate services with approved providers
- When required by law

6. Appropriate Use of the Website

You agree not to use the website in any way that may:

- Violate applicable laws or regulations
- Interfere with the operation of the website
- Attempt to gain unauthorized access to systems or accounts
- Use the website for fraudulent purposes

7. Intellectual Property

All content on this website is the property of Step by Step and Side by Side LLC unless otherwise noted and may not be reproduced without permission.

8. Limitation of Liability

Step by Step and Side by Side LLC provides guidance and support services but cannot guarantee specific outcomes.

To the fullest extent permitted by law, the company is not liable for:

- Decisions made by clients or family members
- Actions taken by third-party service providers
- Indirect or incidental damages related to the use of our services or website

9. Third-Party Services

Our services may involve coordination with external providers such as healthcare professionals, legal advisors, housing providers, or community organizations. Step by Step and Side by Side LLC is not responsible for the actions or outcomes of third-party providers.

10. Changes to Services

We reserve the right to modify or discontinue any part of our website or services at any time.

11. Changes to These Terms

These Terms may be updated periodically. Continued use of the website indicates acceptance of the updated terms.

12. Governing Law

These Terms shall be governed by the laws of the State of South Carolina.

13. Contact Information

Step by Step and Side by Side LLC

Email: info@sbsandsbs.com

Phone: 843-531-1191