

Buyer–Vendor Agreement

Agreement Parties

This Buyer–Vendor Agreement is entered into between:

Buyer: XYZ Technologies

Vendor: _____

Effective Date: ____ / ____ / 20__

1. Purpose of Agreement

This agreement defines the terms and responsibilities for the Vendor to supply computer hardware products to XYZ Technologies, ensuring quality, timely delivery, warranty compliance, and technical support.

2. Product Quality Requirements

The Vendor agrees to supply items meeting the following standards:

- Warranty period between 1 to 3 years depending on item category.
- Guarantee period ranging between 1 to 3 months.
- Coverage includes manufacturing defects and early failure conditions (DOA units).

3. Delivery Terms

The Vendor agrees to on-time delivery according to the following:

- Delivery timeframe varies between 5–20 days depending on order type.
- * High-demand and smaller items: 5–10 days.
- * Premium or bulk orders: 15–20 days.
- Any delays must be communicated immediately with revised delivery estimates.

4. Pricing & Cost Terms

Vendor must provide competitive pricing aligned with market standards.

- Typical discount ranges: 5% to 12%.
- Any price changes require a 30-day written notice and Buyer approval.

5. Technical Support Requirements

Vendor shall provide:

- Installation and troubleshooting support.
- Warranty-related replacement assistance.
- Response time for support within 24–48 hours.
- A documented escalation matrix including technical and managerial contacts.

6. Compliance & Documentation

Vendor must supply:

- Detailed invoices
- Warranty and guarantee documents
- Delivery challans with serial numbers
- Safety and compliance certificates if applicable

7. Contract Term & Renewal

This agreement remains valid for 12 months and may be renewed based on performance in:

- Timely deliveries
- Product quality
- Technical support
- Pricing consistency

8. Termination Clause

XYZ Technologies may terminate this agreement with a 15-day written notice in case of:

- Repeated delivery delays
- Failure to honor warranty or guarantee
- Decline in product quality
- Unjustified pricing changes

9. Signatures

For XYZ Technologies (Buyer)

Name: _____

Designation: _____

Signature: _____

Date: _____

For Vendor

Vendor Company Name: _____

Authorized Person: _____

Designation: _____

Signature: _____

Date: _____