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```html

# **Service Agreement**

## **Between**

**First Party**

Address

Contact

**Seller**

**SGH Dubai Services**

Address

Contact

**Buyer**

## **1. Definitions**

In this Agreement, the following terms shall have the meanings ascribed to them:

- “**Services**” refers to the services to be provided by SGH Dubai as detailed in Clause 2.
- “**Agreement**” refers to this Service Agreement.
- “**Parties**” refers to SGH Dubai and Emirates Services collectively.

## **2. Scope of Work**

SGH Dubai agrees to provide the following services to Emirates Services:

- Provision of [specific services to be detailed here].
- Service Level Agreements (SLAs) as follows:

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- Response time: [insert response time].
  - Resolution time: [insert resolution time].
  - Responsibilities of SGH Dubai include but are not limited to:
    - Delivering services as per the agreed schedule.
    - Providing necessary support and maintenance.

### **3. Payment Terms**

The total value of this Agreement is **27,000.00**. Payment shall be made as follows:

- 50% upon signing of this Agreement.
- 50% upon completion of services.

### **4. Duration and Termination**

This Agreement shall commence on the date of signing and shall continue until the services are completed, unless terminated earlier by either party with a written notice of 30 days.

### **5. Confidentiality**

Both Parties agree to keep all information exchanged during the term of this Agreement confidential and shall not disclose it to any third party without prior written consent.

### **6. Dispute Resolution and Governing Law**

This Agreement shall be governed by the laws of [insert governing law]. Any disputes arising out of or in connection with this Agreement shall be resolved through mediation, and if unsuccessful, through arbitration in accordance with the rules of [insert arbitration body].

### **7. Signatures**

**For SGH Dubai:**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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**For Emirates Services:**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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This HTML document is structured to be compatible with TCPDF, including headings, tables, and a signature section. The content is tailored for a Service Agreement, detailing the parties involved, the scope of work, payment terms, and other essential clauses.