

Software as a Service (SaaS) Agreement

Effective Date: June 29, 2025

Parties:

Provider:

CloudNova Inc.
123 Silicon Drive, San Francisco, CA, USA
support@cloudnova.io

Customer:

PakBiz Solutions Pvt. Ltd.
Office #18, Tech Tower, Islamabad, Pakistan
contact@pakbizsolutions.com

1. Services

CloudNova Inc. agrees to provide access to its cloud-based inventory management platform ("Service") under the terms of this Agreement.

2. Subscription & Fees

The Customer shall pay \$199/month for access to the Professional Plan. Payment is due on the 1st of each month via credit card.

3. Service Level Agreement (SLA)

CloudNova guarantees 99.9% uptime monthly. Scheduled maintenance shall be notified 24 hours in advance.

4. Data Ownership

Customer retains ownership of all uploaded data. CloudNova will not access or share Customer data except as required for service performance or by law.

5. Confidentiality

Each party agrees to maintain the confidentiality of all proprietary information shared during the term of this Agreement.

6. Term & Termination

This Agreement remains in effect for 12 months and auto-renews unless either party provides 30 days' written notice before the end of the term.

7. Limitation of Liability

CloudNova shall not be liable for any indirect damages exceeding the monthly subscription fee.

8. Governing Law

This Agreement shall be governed by the laws of the State of California, USA.

IN WITNESS WHEREOF, the parties have executed this Agreement.

CloudNova Inc.

Signature: _____

Name: Julia Chen

Title: CEO

PakBiz Solutions Pvt. Ltd.

Signature: _____

Name: Ali Raza

Title: Director Operations