WEBSITE SERVICES AGREEMENT

Effective Date: 10 October 2025

BETWEEN:

TsvWeb Trading as TsvWeb (a sole trader) Proprietor: Mr Kristiyan Tsvetanov Address: 318 Shady Lane, Great Barr, Birmingham B44 9EB, United Kingdom Email: tsvetanovconfidential@gmail.com (the "Service Provider")

AND:

SwissTimeDeals Primary Contact: Nageena Kauser Address (the "Client")

1. RECITALS 1.1. The Service Provider provides web development, e-commerce, hosting, and maintenance services. 1.2. The Client wishes to engage the Service Provider to design, deploy, and host an e-commerce website and related services on the terms set out in this Agreement.

2. DEFINITIONS Business Day means any weekday other than a public holiday in England and Wales. **Initial Term** means the twelve (12) month period commencing on the Effective Date. **Revision** means a minor content or design adjustment requested by the Client, such as changing text, swapping an image in an existing location, or a minor alteration to a header or footer. A Revision does not include new feature development, creation of new pages, or significant layout changes. **Services** means the services described in Section 3.

3. DELIVERABLES & SERVICES

3.1. **Scope of Deliverables.** The Service Provider will deliver and deploy one (1) responsive e-commerce website for the Client, which shall include: (a) Up to ten (10) content pages (e.g., Home, Shop, About, Contact, Policies). (b) Up to fifty (50) product listings (product pages and basic product data upload). (c) Payment gateway integration (Stripe) and configuration of tax and shipping settings. (d) A secure SSL certificate and basic on-site SEO setup (titles, meta descriptions). (e) A mobile-responsive design with cross-browser checks on major modern browsers.

3.2. **Hosting & Backups.** The Service Provider will host the website on its managed server infrastructure, which includes up to 10GB of storage and 50GB of monthly bandwidth. A full site backup will be performed monthly and retained for thirty (30) days. Backups are for disaster recovery only. The Service Provider is not responsible for partial data loss between backup cycles.

3.3. **Revisions & Turnaround.** The Client is entitled to one (1) included Revision per calendar month. Unused revisions do not roll over to subsequent months. Requested Revisions will typically be completed within two (2) to five (5) Business Days. Requests involving new functionality, new pages, or design overhauls shall be quoted separately. Additional Revisions will be charged at £45.00 per hour.

3.4. Service Level Agreement (SLA). The Service Provider will take all reasonable steps to maintain a target uptime of 99% per calendar month on its managed server infrastructure.

3.5. Client Responsibilities. The Client agrees to provide all necessary content, materials, and approvals in a timely manner. The Service Provider shall not be held liable for delays caused by the Client's failure to do so.

3.6. Exclusions. Services do not include large-scale content entry, custom third-party integrations, full SEO campaigns, or graphic design beyond the basic site layout, unless separately agreed.

3.7. Training Session. The Service Provider will provide one (1) optional training session of up to one hour for a fee of £40.00. This session will be delivered via video call or in person at the Service Provider's sole discretion.

4. FEES, INVOICING & PAYMENT

4.1. Recurring Fee. The Client shall pay the Service Provider £30.00 per month for the Services, invoiced monthly in advance.

4.2. Transaction Fees. All payments processed via Stripe are subject to fees charged directly by Stripe. The Client is solely responsible for their Stripe account and all associated fees.

4.3. Third-Party Costs. Any third-party costs (e.g., paid plugins, premium themes) required by the Client must be paid for by the Client. The Client is also solely responsible for all future renewal costs for such third-party tools.

5. TERM, RENEWAL & TERMINATION

5.1. Initial Term & Renewal. This Agreement shall commence on the Effective Date for an Initial Term of twelve (12) months, after which it will automatically renew on a rolling monthly basis. The Service Provider reserves the right to review and adjust the monthly fee upon annual renewal with thirty (30) days' prior written notice. Any price adjustment will not exceed 10% per annum unless substantial scope or hosting changes are agreed in writing.

5.2. Early Termination. Should the Client terminate within the Initial Term, an early termination fee equal to the setup cost (£300.00) will apply and is payable immediately upon notice of early cancellation.

5.3. Effect of Termination. Upon termination, all outstanding invoices become immediately due. Website ownership and the transfer of any files or access rights will not occur until all outstanding invoices, including any applicable early termination fees, are fully paid.

6. IP RIGHTS, LICENSES & ATTRIBUTION

6.1. Client Ownership. Subject to full payment of all fees, the Client shall own the Client-specific content and bespoke design assets developed for the website. The Client's ownership becomes effective only upon full payment of all amounts due.

6.2. **Service Provider Tools.** The Service Provider retains ownership of all pre-existing materials, tools, and code libraries. The Client is granted a perpetual, royalty-free licence to use such materials to run the delivered website. This licence is non-transferable.

6.3. **Attribution.** The website footer will display: "Created by TsvWeb". This credit may not be removed without written consent.

7. LIMITATION OF LIABILITY

7.1. **Liability Cap.** The Service Provider's total aggregate liability under this Agreement shall not exceed the total fees paid by the Client in the three (3) months preceding the date on which the claim arose.

7.2. **Warranty Disclaimer.** The Service Provider does not warrant that the website will remain error-free or compatible with future software updates or browser versions.

8. CONFIDENTIALITY

Each party shall treat as confidential all information which should reasonably be considered confidential and shall not disclose it to any third party. This obligation shall survive termination for two (2) years.

9. DATA PROTECTION

Each party will comply with the UK GDPR and the Data Protection Act 2018. The Service Provider acts as a data processor on behalf of the Client (the data controller).

10. DISPUTE RESOLUTION

The parties will first attempt to resolve any disputes in good faith through mediation. Each party shall bear its own costs associated with the mediation.

11. FORCE MAJEURE

Neither party will be liable for failure to perform arising from causes beyond its reasonable control, including but not limited to acts of God, war, terrorism, or internet service provider failure.

12. NOTICES

Any notices under this Agreement shall be in writing and sent to the email address listed above for each party. Notices shall be deemed received 24 hours after being sent by email, unless a delivery failure message is received.

13. GOVERNING LAW & JURISDICTION This Agreement is governed by the laws of England and Wales.

14. ENTIRE AGREEMENT This Agreement constitutes the entire agreement between the parties.

15. ASSIGNMENT & SUBCONTRACTING The Service Provider may subcontract parts of the Services provided it remains responsible for performance.

16. INDEMNITY The Client shall indemnify the Service Provider against any claims arising from the Client's content.

17. SEVERABILITY If any provision is held unenforceable, the remainder of the Agreement shall continue in full force.

SIGNATURES This Agreement may be signed electronically or physically.

Service Provider: TsvWeb

KRISTIYAN TSVETANOV

2025-10-10

Client: SwissTimeDeals