

Software Quality Assurance Contract

Party A (supplier):

Party B (purchaser):

In order to promote the stability and improvement of product quality, clarify the quality responsibilities of both parties and quickly solve the quality problems, both parties reached consensus through consultation and reached the following agreement:

- **Quality requirements standards:**

- Both parties shall implement according to the product standards, technical standards or national standards or industry standards which are stipulated in the contract.
- If there is any dispute with the quality standard, it shall be determined in the most favorable condition for the purpose of the contract and the quality status of the sealed sample.
- All product should guarantee the defect rate is lower than three ten-thousandths.

- **Basic quality assurance measures:**

- Party A promises that the development of the software is in full compliance with Party B's quality, specifications, performance, standards, and relevant national laws and regulations. The software is also operating properly with proper installation, normal use and maintenance.
- Party A promises to establish a perfect product quality management system in order to achieve the purpose of improving product quality.
- Party A promises to provide software products that have been rigorously tested, mature and stable, free from viruses, and have no major defects.
- The products that Party A promises to provide have no disputes over ownership of the copyrights, and promise that the products are all executable software products, and no restrictions have been placed on them that hinder the normal operation of the software.
- Party A shall provide Party B with related software products and corresponding technical documents, and shall be responsible for teaching Party B the operation of the product

- **Quality exception handling**

- If Party B uses or adds third-party products in the future, Party A shall provide the necessary support. When Party B uses a third-party product, this contract is terminated.
- In the event that external factors are not controllable happened, Party A shall ensure that the modification of software products is completed before the prescribed deadline.
- For personalized needs and the resulting customized development requirements in B's use process, Party A should promptly give assessment and reply, if necessary, separate project development.
- Party A should respond in timely to issues that arise during B's use process, formulating solutions that both parties agree on.