SLA for *YanderFlow*

Between:
Yander Acquisition (Pty) Ltd - Client

and

Zisanda Hlongwa – Developer

1. Duration of Agreement

This Agreement commences on the date of the last signature and shall remain in effect for **13 weeks** until the completion and deployment of *YanderFlow*, unless terminated earlier under Section 12.

2. Working Hours & Availability

- Standard working hours: 08:00 – 17:00, Monday to Friday.
- Meetings, client calls, and weekly status updates will be scheduled as agreed.
- Urgent requests outside of these hours require prior approval.

3. Scope of Services

The Developer agrees to design, develop, test, and deploy the *YanderFlow* web application with the following **MVP features**:

- User Roles & Permissions (Creative, Designer, Client)
- Design Brief Creation
- Design Upload & Version Control
- Feedback & Collaboration Tools (comments, annotations, approvals)
- Project & Task Tracking (visual boards, deadlines, filters)
- Dashboards & Reporting (basic overview)
- Security baseline including role-based access, password recovery, email verification, and encryption of sensitive data

Deferred (Future Release):

- Integrations & Automation (e.g., Google Drive, email automation)
- Advanced dashboards and reporting

4. Deliverables

- Fully functioning *YanderFlow* web application with MVP features.
- Simplified **Quick-Start Guide** for end users.
- Deployment to agreed hosting environment.

- Two (2) weeks of post-deployment bug-fix support.

5. Timeline

The project will be delivered within **13 weeks** from the start date, following this schedule:

- **Week 1:** Requirements Gathering
- **Weeks 2–4:** Design & Prototyping
- **Weeks 5–10:** Development
- **Weeks 11–12:** Testing & QA
- **Week 13:** Deployment & Training

Any delays caused by late feedback or approvals from the Client will extend the project timeline accordingly.

6. Responsibilities

Developer:

- Gather requirements, design, build, test, and deploy the application.
- Provide weekly progress updates.
- Ensure all deliverables meet agreed specifications.

Client:

- Provide timely feedback and approvals (within 48 hours where possible).
- Supply necessary project details, branding, and references.
- Participate in testing and validation.

7. Communication & Reporting

- Weekly progress updates provided by the Developer.
- Client feedback is expected within 48 hours of requests.
- Communication via email and scheduled meetings.

8. Confidentiality

Both parties agree to treat all project-related information, including source code, designs, and client data, as strictly confidential.

9. Intellectual Property

All work produced for *YanderFlow* becomes the exclusive property of Yander Acquisition upon project completion. The Developer retains no rights unless otherwise agreed in writing.

10. Support & Maintenance

- The Developer will provide **two (2) weeks of bug-fix support** post-deployment.
- Any enhancements or new features beyond the agreed scope will require a separate agreement.

11. Limitations / Out of Scope

- Integrations and automations are not part of this release.
- Long-term support and maintenance beyond the two-week period.
- Any features not listed in the MVP scope.

12. Termination

- Either party may terminate this Agreement with **14 days' written notice.**
- Immediate termination may occur in cases of:
    - Breach of confidentiality
    - Gross misconduct or negligence
    - Failure to deliver or approve agreed requirements

13. Dispute Resolution

- Disputes will first be resolved through good-faith negotiation.
- If unresolved, the matter will proceed to mediation in Durban, South Africa.
- Failing mediation, disputes will be settled by binding arbitration under South African law.

14. Governing Law

This Agreement is governed by and construed in accordance with the laws of South Africa.

Signed by:

For Yander Acquisition:

Name: _Sethu Ndlovu_

Position: _Founder & CEO_

Date: _30 September 2025_

For the Developer:

Name: Zisanda Hlongwa

Date: 30 September 2025