

Contract for hosted software

Asked 15 years, 5 months ago Modified 15 years, 5 months ago

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1



I've finally found a client for my hosted software - the first time I've ever sold software. I want both parties to sign a contract specifying things like expected uptime, payment schedules, etc., so that no one feels like they've been cheated, but I'm not a lawyer and can't really afford one right now. Does anyone know how to start with this process?

TIA.

saas

contract

hosted

hosted-app

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edited Jul 8, 2009 at 17:07



skaffman

403k ● 96 ● 824 ● 774

asked Jul 8, 2009 at 16:45



benjy

4,716 ● 7 ● 39 ● 44

-
- 3 If you live in the US, check with your local bar association. Consulting a lawyer may be less expensive than you think. Not consulting a lawyer may be a whole lot more expensive than you think. – [David Thornley](#) Jul 8, 2009 at 17:09
-

2 Answers

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When writing a **legal agreement** of that type, it is hard to give any other answer than "**get a lawyer.**"

5

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[edited Jul 9, 2009 at 15:01](#)



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answered Jul 8, 2009 at 16:51



[Robert Cartaino](#)

28k ● 6 ● 46 ● 67



Repeat exactly what you have just said to us to your customer. Start a conversation, and take it from there.

0

In my experience, they will likely appreciate your openness and desire to make sure all parties interests are protected.



If they are large, they may have contracts/SLAs that you can use as a template, and if they are small they may agree to settle for some very simple terms. There are also many templates on the internet available for a small charge.

But as Robert says, you really shouldn't sign **anything** legally binding without some input from a qualified solicitor. Further, it can't be your run of the mill high street lawyer either. You really need somebody that deals with software/SLA's on a regular basis. Sadly in my experience these people are never cheap.

Allen

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answered Jul 8, 2009 at 17:16

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[user108687](#)

389 ● 1 ● 2 ● 8
