

**From:** Mustafa RCD <mustafa@rcdkuwait.com>  
**Sent:** Wednesday, January 8, 2025 1:39 PM  
**To:** it@batoclinic.com  
**Cc:** fatmaabusiiness@gmail.com; taher@rcdkuwait.com; muneera@ghklawyers.com; allicker@msn.com  
**Subject:** Re: Feedback on Tones E-Commerce Website  
**Attachments:** RCD Project Cancellation (1).pdf

Dear BATO Team,

Thank you for your response and for outlining your requests. We value your feedback and remain committed to ensuring a smooth and professional conclusion to this project. Below are our responses to your requested amendments and additional items:

### **Requested Amendments to the Contract**

**BATO:** The clause regarding the full and final settlement should clearly indicate that ...

**RCD:** The full and final settlement clause is inclusive of all tasks, terms, and the balance amount. However, we have revised this section to reflect your request explicitly.

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**BATO:** Both parties agree to release each other from any obligations related ...

**RCD:** This point is already addressed under the “Waiver of Responsibilities” section. However, we have incorporated your wording for further clarity.

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**BATO:** Both parties agree that the Kuwaiti courts ...

**RCD:** This point is already included under the “Governing Law and Dispute Resolution” section, which we believe fulfills your request.

### **Response to Additional Requests. (RCD reply is in BOLD letter)**

#### **1. Source Code and Documentation**

- Complete source code, including all scripts, databases, libraries, and assets required to run the website. **(RCD will provide the full source code.)**
- Documentation or guidelines for deploying the website, including dependencies, configuration settings, and database structure. **(As the project is incomplete as per the contract, no such documentation has been prepared, nor is it part of the original contract. Deployment is the responsibility of your developers.)**
- Licenses for third-party tools, frameworks, or libraries used. **(No licensed third-party tools, frameworks, or libraries have been used in the development of this project.)**

#### **2. Access to Other Resources**

- Full access to the website’s database (and backups) to ensure that the website can be properly migrated. **(RCD will provide an updated database file)**

#### **3. Hosting Transfer**

- Full access to the hosting environment for a seamless transition of hosting or to move it to our own server. **(The website is currently hosted on RCD's server. RCD can provide you with access to the Plesk control panel, from which you can manage your code and database. However, the full hosting environment cannot be migrated, nor is RCD liable for such a transition. You will need to purchase a new hosting plan and configure it with your developer.)**
- Please provide an example of the .env file, if applicable. **(What do you mean by this? RCD is liable to provide source code only and for new hosting setup and other configuration related work you need to work with your developer.)**

#### 4. Migration

- The migration of the website (tonescare.site) from the RCD server to our BATO server, ensuring that everything is checked and updated until the live update is completed. **(As stated, RCD's responsibility is limited to providing the source code or Plesk panel access. Migration, deployment, or configuration tasks are outside the scope of the original contract. If you require assistance with migration or server configuration, RCD can offer these services at an additional cost.)**

#### Final Note

We kindly request your understanding that RCD's responsibility is to provide the source code and related access as per the agreed terms. We aim to avoid unnecessary complications and ensure the completion of our obligations professionally.

Best regards,  
Mustafa  
RCD Sales Manager



Mustafa  
*Sales-Representative*

Mobile : +965 90059192  
E-Mail : [mustafa@rcdkuwait.com](mailto:mustafa@rcdkuwait.com)  
Office 4, Floor 1, M Square Building, Sharq  
[www.rcdkuwait.com](http://www.rcdkuwait.com)

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**From:** it@batoclinic.com <it@batoclinic.com>  
**Sent:** Tuesday, January 7, 2025 1:17 PM  
**To:** 'Mustafa RCD' <mustafa@rcdkuwait.com>  
**Cc:** fatmaabusiiness@gmail.com <fatmaabusiiness@gmail.com>; taher@rcdkuwait.com <taher@rcdkuwait.com>; muneera@ghklawyers.com <muneera@ghklawyers.com>; allicker@msn.com <allicker@msn.com>  
**Subject:** RE: Feedback on Tones E-Commerce Website

Dear Mustafa and the RCD Team,  
I hope you are doing well.