



RETAINER AGREEMENT TEMPLATE

Workflow Automation Delivery Framework

ENTERPRISE EDITION

Version: 2.0

Date: December 28, 2025

Author: Mirza Iqbal

Contact: mirza.iqbal@next8n.com

Table of Contents

Table of Contents

Retainer Agreement Template

Ongoing Maintenance & Support Services

PARTIES

1. RETAINER OVERVIEW

1.1 Purpose

1.2 Covered Systems

2. RETAINER TIER

Selected Tier: [BASIC / STANDARD / PREMIUM]

3. INCLUDED SERVICES

3.1 Always Included (All Tiers)

3.2 Standard & Premium Tiers

3.3 Premium Tier Only

4. EXCLUDED SERVICES

5. SERVICE LEVEL AGREEMENT (SLA)

5.1 Response Times

5.2 Business Hours

5.3 Holidays

6. COMMUNICATION

6.1 Support Requests

6.2 Monthly Check-In (Standard/Premium)

6.3 Reporting

7. HOURS & OVERAGE

7.1 Included Hours

7.2 Hour Tracking

7.3 Unused Hours

7.4 Overage

8. FEES & PAYMENT

8.1 Monthly Retainer Fee

8.2 Billing Cycle

8.3 Payment Terms

8.4 Annual Option

9. TERM & TERMINATION

9.1 Initial Term

9.2 Termination

9.3 Effect of Termination

9.4 Transition Support

10. RESPONSIBILITIES

10.1 Client Responsibilities

10.2 Provider Responsibilities

11. LIMITATIONS

11.1 Scope Limitations

11.2 Third-Party Issues

11.3 Liability

12. GENERAL TERMS

12.1 Confidentiality

12.2 Independent Contractor

12.3 Amendments

12.4 Governing Law

SIGNATURES

Provider

Client

EXHIBIT A: COVERED SYSTEMS DETAIL

EXHIBIT B: ESCALATION CONTACTS

Retainer Agreement Template

Ongoing Maintenance & Support Services



PARTIES

Provider:

[YOUR COMPANY NAME]

[Email]

Client:

[CLIENT COMPANY NAME]

[Email]

1. RETAINER OVERVIEW

1.1 Purpose

Provider will provide ongoing maintenance and support services for Client's automation workflows as described in this Agreement.

1.2 Covered Systems

This retainer covers the following workflows/systems:

#	WORKFLOW/SYSTEM NAME	DESCRIPTION
1	[Name]	[Brief description]
2	[Name]	[Brief description]
3	[Name]	[Brief description]

Additional systems may be added by mutual written agreement.

2. RETAINER TIER

Selected Tier: [BASIC / STANDARD / PREMIUM]

TIER	MONTHLY FEE	HOURS INCLUDED	FEATURES
Basic	\$[XXX]	[X] hours	Monitoring, bug fixes, email support
Standard	\$[XXX]	[X] hours	Above + minor updates, monthly call
Premium	\$[XXX]	[X] hours	Above + priority support, development time

Selected: [TIER NAME] at \$[XXX]/month

3. INCLUDED SERVICES

3.1 Always Included (All Tiers)

Monitoring:

- [] Execution monitoring
- [] Error alerting
- [] Performance oversight

Bug Fixes:

- [] Identify and resolve bugs
- [] Fix broken integrations
- [] Restore failed workflows

Updates:

- [] Apply security patches
- [] Update for API changes (when feasible)
- [] n8n version compatibility

Support:

- [] Email support
- [] Response within SLA timeframes

3.2 Standard & Premium Tiers

Monthly Check-In:

- [] 30-minute monthly call
- [] Review performance
- [] Discuss upcoming needs

Minor Updates:

- [] Small configuration changes
- [] Prompt/output adjustments
- [] Minor logic tweaks

Monthly Report:

- [] Execution statistics
- [] Issues resolved
- [] Recommendations

3.3 Premium Tier Only

Priority Support:

- [] Faster response times
- [] Direct communication channel
- [] Weekend availability for critical issues

Development Hours:

- [] [X] hours of development time included
 - [] For enhancements within existing systems
-

4. EXCLUDED SERVICES

The following are **NOT** included and will be quoted separately:

- [] New workflow development
 - [] New integration additions
 - [] Major feature changes
 - [] System redesigns
 - [] Training for new team members
 - [] Scope expansion
 - [] Third-party API costs
 - [] n8n hosting/subscription fees
-

5. SERVICE LEVEL AGREEMENT (SLA)

5.1 Response Times

SEVERITY	DEFINITION	RESPONSE TIME	RESOLUTION TARGET
Critical	System down, major business impact	[2-4] hours	Same business day
High	Partial failure, significant issues	[4-8] hours	[24] hours
Medium	Feature broken, workaround available	[24] hours	[3-5] business days
Low	Minor issue, enhancement request	[48] hours	Next maintenance cycle

5.2 Business Hours

- **Standard Support:** Monday-Friday, [9am-6pm] [TIMEZONE]
- **Premium After-Hours:** Critical issues only, [details]

5.3 Holidays

[List observed holidays or reference policy]

6. COMMUNICATION

6.1 Support Requests

- **Email:** [support email]
- **Slack/Other:** [if applicable]
- **Emergency:** [phone/method for critical]

6.2 Monthly Check-In (Standard/Premium)

- Scheduled: [Day of month/week]
- Duration: 30 minutes
- Agenda: Performance review, issues, upcoming needs

6.3 Reporting

Provider will deliver a monthly report including:

- Execution statistics
 - Issues handled
 - Hours used
 - Recommendations
-

7. HOURS & OVERAGE

7.1 Included Hours

[X] hours per month included in retainer fee.

7.2 Hour Tracking

- Hours tracked in [15/30]-minute increments
- Monthly summary provided with report
- Client may request detailed log

7.3 Unused Hours

- [] **Option A:** Unused hours expire (do not roll over)
- [] **Option B:** Up to [X] hours roll over to next month

7.4 Overage

Hours beyond included amount are billed at:

- **Overage Rate:** \$[XXX]/hour
 - Billed with next monthly invoice
 - Client notified when approaching limit
-

8. FEES & PAYMENT

8.1 Monthly Retainer Fee

\$[XXX] per month

8.2 Billing Cycle

- Invoiced on the **[1st]** of each month
- For the upcoming month (paid in advance)

8.3 Payment Terms

- Due within **[15]** days of invoice
- Payment methods: [Bank Transfer, Credit Card]
- Late fee: [1.5%] per month on overdue amounts

8.4 Annual Option

[X]% discount for annual prepayment: \$[XXX]/year

9. TERM & TERMINATION

9.1 Initial Term

This Agreement begins on **[START DATE]** and continues on a month-to-month basis.

9.2 Termination

Either Party may terminate with [30] days written notice.

9.3 Effect of Termination

Upon termination:

- Client pays for all services rendered through effective date
- Prorated refund for unused prepaid time (if applicable)
- Final documentation/handover provided
- Ongoing confidentiality obligations continue

9.4 Transition Support

Provider will offer reasonable transition assistance including:

- Documentation update
 - Knowledge transfer call
 - Export of all workflow files
-

10. RESPONSIBILITIES

10.1 Client Responsibilities

- Maintain n8n subscription and hosting
- Pay for all third-party API costs
- Provide timely access for troubleshooting
- Report issues promptly
- Pay invoices on time

10.2 Provider Responsibilities

- Respond within SLA timeframes
- Maintain quality of service
- Provide regular reporting
- Communicate proactively about issues

11. LIMITATIONS

11.1 Scope Limitations

This retainer covers **maintenance and support only**. New development is quoted separately.

11.2 Third-Party Issues

Provider is not responsible for:

- Outages of third-party services
- API changes by third parties (though we'll help adapt)
- Issues caused by Client modifications

11.3 Liability

Provider's liability is limited to fees paid in the preceding [3] months.

12. GENERAL TERMS

12.1 Confidentiality

Both Parties will maintain confidentiality of proprietary information.

12.2 Independent Contractor

Provider is an independent contractor, not an employee.

12.3 Amendments

Changes require written agreement from both Parties.

12.4 Governing Law

This Agreement is governed by the laws of [STATE/COUNTRY].

SIGNATURES

Provider



Signature _____

Name	[YOUR NAME]
------	-------------

Date _____

Client



Signature _____

Name	_____
------	-------

Title _____

Date	_____
------	-------

EXHIBIT A: COVERED SYSTEMS DETAIL

SYSTEM	DESCRIPTION	INTEGRATIONS	NOTES
--------	-------------	--------------	-------

--	--	--

EXHIBIT B: ESCALATION CONTACTS

ROLE	NAME	EMAIL	PHONE
Provider Primary			
Provider Backup			
Client Primary			
Client Backup			

Template Version 1.0

Workflow Automation Delivery Framework | next8n | <https://next8n.com>

This document is confidential and intended for authorized use only.