CONTRACTUAL AGREEMENT

Printed On:21-08-2023

Client Details:

Name:	Timothy	Booking ID:	20230821104624
Phone No.:	254725887269	Due date:	2023-08-22
Services:	System	Total Amount Due:	30000
Deposit paid:	Not yet paid	Balance:	30000

Terms:

1. Payment will be done as per the following guidelines:
    (i) 50% deposit upon agreement to secure the booking
    (ii) 2nd Instalment of 30% is due on review of project and components
    (iii) Final instalment of 20% is due on go-live

2. Project content:
    The content of the project will be provided for by the Client. However, the developer may put content subject to review by the client

3. Timelines:
    The timelines agreed upon will be implemented. Any changes will have to be addressed by either party. Unless the changes are due to additional development, which will require appropriate additional time to be agreed upon.

4. Terms of cancellations and refunds:
    (i) Cancellations within 24hrs of agreement, full deposit paid will be refunded
    (ii) Cancellations done after project kickoff will forfeit 25% of deposit paid
    (iii) Cancellations done after project review will forfeit 50% of deposit paid
    (iv) All refunds will be paid after 48hrs of cancellation

5. Service Level Agreement:
    Any issues identified by the client during or after project implementation will be raised through email, and a resolution implemented within the agreed time.

6. Continuous Maintenance:
    The developer will continually work on improvements to the project components to ensure high efficiency in delivery of the services. Due diligence will be employed to ensure minimal inteference during the maintenance periods.

7. Amendments:
    The terms herein are binding. Any changes can only be done upon mutual agreement by both parties.

By making a deposit payment, you confirm to have read, understood and agreed to the terms herein. The contract date is therefore the date of payment of the deposit.

This is a system generated document. Therefore, it does not require a signature.

INNOVATION AND EXCELLENCE