

Terms of Service

craze&friends

By signing this statement of work, you acknowledge and agree to the following terms and conditions:

Billing

Billing terms: Payment for the services provided under this Agreement shall be made at whatever interval is agreed upon (One time, monthly subscription, quarterly subscription, annual subscription). An invoice will be issued immediately following the signing of this agreement. Invoices are due Net30.

Termination for Non-Payment: In the event that full payment of any or all fees due has not been received by craze&friends within twenty (20) days of the payment due date, craze&friends retains the right to pause service and/or terminate this Agreement and discontinue the service permanently.

***In the case of our Recurring services/products;** the launch of the service will be subject to confirmation of payment of the first invoice.

Additional Services: For any additional services requested by the client that fall outside the scope of the original agreement, craze&friends will provide a detailed quote outlining the scope of the additional services and the associated costs. These additional services will be billed separately and require the client's written approval before any such services commence. The cost for additional services will be calculated based on the nature and complexity of the service, required resources, and urgency, and will be communicated to the client for approval prior to the commencement of these services.



Setup and meetings/reporting

Setup: The work period starts immediately after signing. Monthly meetings will be set within 7 days after signature, and the next steps will be explained in detail. Delays do happen and will be clearly communicated. Failure to provide the required information or access in a timely manner may result in a delayed start of services/products. craze&friends will endeavor to accommodate delays where possible, but cannot guarantee adherence to the original schedule in cases where client delays impact our ability to commence work as initially planned. The client acknowledges that delays in providing necessary inputs may lead to a corresponding delay in the commencement and delivery of our services/products.

Meetings and reporting: We offer monthly and bi-weekly meetings, depending on the type of services/products sold. If there is a request for an additional meeting, we will seek to find the first available time slot to fulfill the request. We offer weekly, bi-weekly, and monthly reports in written format, depending on the type of service/product sold. Should a meeting be rescheduled due to circumstances beyond either party's control, both parties agree to cooperate in good faith to reschedule at the earliest mutually convenient time. Delays in reporting or rescheduled meetings will not affect the overall timeline for service delivery unless otherwise agreed upon in writing by both parties.

Deliverables and SLA

Deliverables: At craze&friends, we operate on a structured 1-week cycle for managing and delivering our services. This cycle ensures that any changes, modifications, or additions to the already agreed-upon services/products requested by the client are completed within a 7-day period following the receipt of such requests. While we aim to complete and deliver most requests within 72 hours, we ask for our clients' understanding that certain tasks, especially those involving multiple steps or more complex adjustments, may require the full 7-day period for



completion. It is important to note that this commitment applies specifically to alterations or enhancements to services/products already under contract and does not include requests for additional services, which are handled separately as outlined in our 'Additional Services' section.

Service Level Agreement (SLA):

1. **Response Time Commitment:** craze&friends commits to responding to all client communications within 24 hours during business days. This response time pertains to any queries, requests for information, or communications regarding service modifications.
2. **Issue Resolution:** In the event of any service-related issues or concerns raised by the client, craze&friends will endeavor to address and resolve these issues within 48 hours of the issue being reported. This includes providing an initial assessment and a proposed action plan to resolve the concern.
3. **Service Delivery:** For changes, modifications, or additions to existing services/products, craze&friends will complete these requests within a 7-day cycle, as detailed in the 'Deliverables' section. This commitment ensures timely execution while maintaining a high quality of service.
4. **Quality Assurance:** craze&friends is dedicated to maintaining the highest standards of quality in all services provided. If the client finds that our services do not meet the agreed-upon standards, we encourage immediate communication to allow us to rectify the situation promptly.

Other

Exceptions or Modifications: The terms and conditions outlined in this agreement are binding. Should there be a need for any exceptions or modifications to these terms, such changes must be explicitly detailed in writing and mutually agreed upon by both parties. These agreed-upon exceptions or modifications should be documented in the 'Special Terms' section of this agreement. Any modifications or exceptions not recorded in this manner will not be considered valid or enforceable. This ensures clarity and mutual understanding in the adherence to and enforcement of the contractual terms.



Amendment Clause: Any amendments to this agreement must be proposed in writing by either craze&friends or the Client, and are subject to mutual agreement and written confirmation by both parties. The effective date and specific details of any such amendments shall be clearly documented and annexed to this agreement, maintaining consistency with the original terms unless expressly stated otherwise. All amendments become effective on the mutually agreed upon date and do not have retroactive effect. Except as modified by these amendments, the original agreement terms remain in full force and effect.

Independent contractor: This agreement does not constitute an employment contract - the craze&friends team will operate as independent contractors working off-site.

Cancellation

Recurring Services Cancellation procedures: Cancellation must be notified at least 30 days before the effective cancellation date to initiate the cancellation procedure. Invoices will be prorated to include the 30 day pre-notice.

Recurring Services Automatic Renewal: This Agreement shall automatically renew for successive terms unless either party provides written notice of its intent not to renew at least 30 days prior to the expiration of the then-current term. The renewal terms shall be subject to the same terms and conditions as contained in this Agreement, unless otherwise mutually agreed in writing by the parties.

