



Maintenance and Support Agreement

Agreement no. _____ · Date _____

1. Parties

This agreement is between **PandaDev** ("the Studio", support@pandadevhub.com) and _____ ("the Client", _____).

2. Covered systems

The Studio maintains and supports the following website(s) or application(s) ("the System"):

- _____
- _____
- _____
- _____

3. Services included

- Hosting, SSL certificates and daily backups kept for 14 days.
- Security and dependency updates, applied at least once a month and within 2 business days for critical issues.
- Uptime monitoring, with the Studio alerted to outages.
- Small content changes and fixes up to the hours included in the plan each month.
- Support by email during business hours.

4. Fees

The monthly fee is _____, billed in advance each month. Work beyond the included hours is charged at **\$65 per hour**, only after the Client approves it.

5. Response times

Priority	Example	First response
Critical	The System is down or data is at risk	4 business hours
High	A main feature does not work	1 business day
Normal	Questions, small changes	2 business days

6. Term and cancellation

The agreement starts on the date above and runs for a **minimum of 6 months**. After that it continues month to month and either party may cancel with **30 days' written notice**. On cancellation the Studio hands over the latest backup and any access details the Client needs to move the System.

7. Exclusions

New features, redesigns, problems caused by changes made by others, and fees of third-party services are not included. They can be quoted separately.

8. Confidentiality and data

The Studio keeps the Client's data and access details confidential, uses them only to provide these services and stores credentials in an encrypted password manager.

9. Liability

The Studio is not liable for indirect or consequential losses. Its total liability in any 12 months is limited to the fees paid in that period.

10. General

This is the whole agreement between the parties. It is governed by the laws of the place where the Studio is registered. Electronic signatures are binding.

Signatures

CLIENT

Name:

Date:

FOR THE STUDIO

Name:

Date: