

DIGITAL STOREFRONT SERVICE AGREEMENT

This Service Agreement (“Agreement”) is entered into between:

hSenid Software Lanka (Pvt) Ltd (“Service Provider”)

and

_____ (“Customer”)

Effective Date: ___ / ___ / _____

1. Service Description

The Service Provider agrees to provide the Customer with a template-based website solution branded as **Digital Storefront**.

The service includes:

- Website setup and deployment
- Domain registration assistance
- Hosting services
- Product showcase section
- About Us section
- Contact Us section
- WhatsApp integration
- Social media integration
- SEO setup
- Security setup
- Multilingual support (where applicable)

The website will be based on a predefined template offered by the Service Provider.

2. Scope of Service

The Customer acknowledges that Digital Storefront is a standardized service.

The following are included:

- Content personalization
- Business information updates during setup

- Product image and pricing display
- One (1) revision cycle before publication

The following are NOT included:

- Custom website design
- Custom functionality
- E-commerce checkout facilities
- Online payment gateway integration
- Inventory management
- Delivery management systems
- Third-party integrations
- Additional pages outside the standard template

Any work outside the standard scope may be quoted separately.

3. Customer Responsibilities

The Customer shall provide:

- Business name
- Contact details
- Product information
- Product images
- Pricing information
- Social media links
- Preferred domain names

The Customer is responsible for ensuring that all submitted information is accurate and does not violate any applicable laws, copyrights, trademarks, or third-party rights.

4. Domain Registration

The Customer shall provide up to three (3) preferred domain names.

Domain registration is subject to availability.

The Service Provider cannot guarantee the availability of any specific domain name.

Domain registration will be initiated only after payment confirmation.

5. Approval Process

A preview version of the website will be shared with the Customer.

The Customer shall review the website and provide approval or revision requests within two (2) business days.

One revision cycle is included within the service fee.

Additional revisions may be subject to additional charges.

6. Fees and Payment

The Customer agrees to pay:

Initial Setup Fee

LKR _____

Annual Subscription Fee

LKR _____

The setup fee and domain-related charges shall be paid prior to website publication.

Failure to make payment may result in delays in deployment.

7. Website Publication

Upon receiving payment and customer approval:

- Domain registration will be completed.
 - Website will be published.
 - Website access will be provided to the Customer.
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8. Renewal

The annual subscription includes:

- Hosting
- Domain renewal
- Basic maintenance

- Security updates

Renewal invoices will be issued prior to the expiration date.

Failure to renew may result in website suspension or domain expiration.

9. Suspension of Service

The Service Provider reserves the right to suspend the website if:

- Payments remain overdue.
- The website is used for unlawful purposes.
- The Customer breaches this Agreement.

The Service Provider shall make reasonable efforts to notify the Customer prior to suspension.

10. Limitation of Liability

The Service Provider shall not be liable for:

- Loss of business revenue
- Loss of profits
- Indirect or consequential damages
- Domain name unavailability
- Third-party service interruptions

The Service Provider's total liability shall not exceed the fees paid by the Customer under this Agreement.

11. Intellectual Property

All content provided by the Customer remains the property of the Customer.

The Digital Storefront platform, template, source code, and underlying infrastructure remain the property of hSenid Software Lanka (Pvt) Ltd.

The Customer is granted the right to use the website during the active subscription period.

12. Termination

Either party may terminate this Agreement by providing written notice.

Any outstanding fees shall remain payable.

Domain and hosting services may be discontinued upon termination.

13. Acceptance

By signing below, both parties acknowledge and agree to the terms and conditions of this Agreement.

Customer

Name: _____

Business Name: _____

Signature: _____

Date: _____

hSenid Software Lanka (Pvt) Ltd

Authorized Representative: _____

Signature: _____

Date: _____