

Licence agreement, september 2024 Documizers

DocuFlow/DocuBuilder

CLIENT AND SUPPLIER HEREBY DECLARE THAT THEY HAVE AGREED AS FOLLOWS:

1. Definitions:
 - 1.1 Software: the software referred to in clause 2 along with the relevant documentation and materials, which must be maintained by the Supplier pursuant to the 'Terms and Conditions for Licensed Use of Software supplied by Documizers';
 - 1.2 Equipment: the equipment and driver of the software that determine the performance of the software.
2. Software: licence with all associated modules, custom software and/or additional licences. All additions other than specific custom software are assumed to be standard. All of the above will be in compliance with the quotation proposed by the Partner, Reseller or Supplier.
3. Equipment: the Client warrants that the equipment on which the software will be used complies with all of the requirements set by the Supplier, as set out in the user guide for the application.
4. The Client has purchased a licence to use the software and the associated documentation developed by the Supplier for X users X connectors and X integrations, as described in the quotation; accordingly, a licence agreement exists with the Supplier based on the 'Terms and Conditions for Licensed Use of Software supplied by Documizers' for those same users, connectors and integrations.
5. In the event of changes to the number of licences or the associated number of users after the date of signing, any such changes are subject to the provisions of this agreement. The number of users and connectors in the software licence determine the number of users based on which the amount owed by the Client is calculated.
6. The Client is aware of the following:
 - The licence agreement is entered into for a period of one year, after which the agreement will be renewed automatically for a period of one month at a time, unless the agreement is terminated in accordance with the terms and conditions of licensing.
 - A licence agreement for a Proof Of Concept (POC) is entered into for a period that is identical to the period of the POC.
 - A monthly fee is payable for the use of DocuFlow, as specified in the quotation.
 - A monthly fee is payable for the Connector, if applicable, as specified in the quotation.
 - A monthly fee is payable for the Integration, if applicable, as specified in the quotation.
 - A monthly fee is payable for the maintenance of custom software, if applicable, as specified in the quotation.
 - The monthly fee for the standard licence is invoiced at the beginning of each month of use.
 - The Supplier decides whether version releases or updates will be issued.
 - The agreement entitles the Client to all updates, version releases and phone support and/or remote support.
7. Support is provided on working days (Monday to Friday) between 8:30 and 17:00 CET/CEST, based on the terms of the agreed service model. The Client reports the service interruption, receives confirmation, is updated on the progress, and receives a proposal for resolving the service interruption along with an estimate of the time required. After the solution has been tested and approved by the Client, the Client confirms this to the Supplier.

Documizers Service Model			
	BASIC SUPPORT	FULL SUPPORT	PREMIUM SUPPORT
Submit tickets via email or portal	•	•	•
Submit tickets by phone		•	•
Priority		•	•
Support response time (during office hours) Incident response within...	2 days	4 hours	1 hour
Consultancy within 1 day Same day help from a consultant			•
Monitoring and proactive service interruption handling Support monitors your environment and resolves service interruptions immediately			•
Regular consultation with consultant (once a month) To discuss current incidents, optimisation opportunities, and new features and functionalities.			•

8. All amounts are exclusive of Dutch VAT [BTW]. Extra implementations of additional layouts, installation, and instruction will be carried out and charged in accordance with the quotation, as will travel expenses.