

Web Maintenance Contract

1. Authorization: This Web Maintenance Contract is entered into as of **8th April, 2015** (the "Effective Date") between the Client, _____ and **Lionine Technologies Private Limited located at Office # 106 & 107, First Floor, Cosmos Mary Park Building, Khopat, Kholbad Road, Thane (W) - 400601** as an independent contractor for the specific project of maintaining a custom World Wide Website that is currently installed on the client's web space on a web hosting service's server. The client hereby authorizes Lionine Technologies Private Limited to access this account, and authorizes the web hosting service to provide Lionine Technologies Private Limited with "write permission" for the client's webpage directory, cgi-bin directory, and any other directories or programs which need to be accessed for this project. This Web Maintenance Contract will be valid for a period of 12 months from the Effective Date.

2. Maintenance: Lionine Technologies Private Limited includes the following elements in their Maintenance Agreement:

- E-mail consultation (up to 12 hours, per month)
- Content Changes to web pages. Updates to content of the web pages will be supplied by the client and executed as specified by the client. Changes made on up to maximum 5 pages per month.
- Additional changes and consultation will be charged at our hourly rate of _____
- Addition of up to 1 new web page per month. This additional page must be added with the same layout design as previous pages with no additional features added. This page must also NOT affect the main navigation of the site (i.e. the link to this page must be either from a graphic on a current page or as a text link from a current page.)
- Migration of code to different environment
- Installation/Update of web pages on the client's web hosting service.

3. Changes / Additional work / New Development:

- Any changes over the above set criteria under Maintenance
- Addition of new features
- Revisions to be made to the existing features
- Removal of the existing features
- Changes to web structure, design, navigation or functionality
- Bug Fixing

Lionine Technologies Private Limited Team will evaluate client's requirement and formulate a quote and timeline to complete the work based on the documents and instructions client have submitted.

4. Assumptions

- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Planned or Emergency Onsite assistance (extra costs apply)

5. Third-Party Repairs: If the client or an agent other than SNSEPRO, Lionine Technologies Private Limited attempts updating the client's pages, time to repair such web pages is not included in this maintenance contract. Changes made by any agent other than SNSEPRO, Lionine Technologies Private Limited may not be recovered if repair is needed.

6. Payment of Fees: Invoices for maintenance contracts will be sent out electronically by email on or about the 1st of every month. Terms of these invoices are (full payment, including tax, within 30 days from the date of the invoice) to SNSEPRO, Lionine Technologies Private Limited. SNSEPRO, Lionine Technologies Private Limited does not give refunds once this agreement is executed.

7. Warranty: While complete client satisfaction is desired, SNSEPRO, Lionine Technologies Private Limited does not warrant that the functions contained in these web pages or the Internet website will meet the client's requirements or that the operation of the web pages will be uninterrupted or error-free. The entire risk as to the quality and performance of the web pages and website is with client. In no event will SNSEPRO, Lionine Technologies Private Limited be liable to the client or any third party for any damages, including any lost profits, lost savings or other incidental, consequential or special damages arising out of the operation of or inability to operate these web pages or website, even if SNSEPRO, Lionine Technologies Private Limited has been advised of the possibility of such damages. If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions.

8. Ownership: All completed content/applications/tabs/material/goods will remain the property of SNSEPRO, Lionine Technologies Private Limited until full payment is received and the client understands that SNSEPRO, Lionine Technologies Private Limited will NOT provide the source code, of the application or any work for any reason.

9. Legal Fees & Cost: If Client violates this Contract, he will be responsible to pay SNSEPRO, Lionine Technologies Private Limited any and all reasonable legal fees and costs of suit to enforce this Contract. SNSEPRO, Lionine Technologies Private Limited liability



under this Contract for any claim is limited to the amount received from client for the services giving rise to any claim.

The undersigned agrees to the terms of this agreement

On behalf of the Client (Printed name and title):

_____ Date _____
Authorized Signature

On behalf of SNSEPRO, Lionine Technologies Private Limited (Printed name and title)

_____ Date _____
Authorized Signature