TezOrder.com
ONLINE ORDERING SOFTWARE

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Hamayun Tower, Arbab Road, Peshawar, Pakistan

SOFTWARE-AS-A-SERVICE AGREEMENT

AGREEMENT DATE	PAID TERM	PROMOTIONAL FEE	FREE TRIAL	DOMAIN REGISTRATION
_____	_____ months	PKR 2,500 / month	30 days	PKR 4,299 + tax / 2 years

CLIENT

Legal name _____

Business _____

Address _____

Email / phone _____

SERVICE PROVIDER

Business: TezOrder Solutions

Representative _____

Address: Hamayun Tower, Arbab Road, Peshawar

Contact: +92-333-0973777 | info@tezorder.com

1. SERVICE & SCOPE

The Provider supplies a hosted software-as-a-service (SaaS) online ordering platform for the Client's restaurant or food business. The standard service includes a branded responsive ordering website, menu and product display, delivery/pick-up ordering, cart and checkout, customer accounts, order-status display, and agreed admin tools for orders, menu and settings. Only features stated in an accepted proposal or written order form are included. GPS rider tracking, payment gateways, WhatsApp/SMS, devices and bespoke integrations are excluded unless separately agreed.

2. DELIVERABLES, INPUTS & FREE TRIAL

After signing, receipt of complete menu/branding, required access and timely approvals, the Provider will use reasonable efforts to deliver the production website within 7–14 business days. The timeline pauses for delayed content, credentials, approvals or added scope. A 30-day free trial starts on written go-live notice. Paid service begins after the trial unless the Client cancels in writing before it ends; the Domain registration is separate from the free trial and is payable by the Client when the domain is registered.

3. FEES, PROMOTIONAL PRICE & INVOICES

The subscription is the promotional rate of PKR 2,500 per month for the Paid Term written above. An invoice will be generated monthly and is payable by its stated due date. Once this Agreement is signed, PKR 2,500 remains fixed until that Paid Term ends. The Provider may change pricing only for a future renewal or new term, with at least 30 days' written notice. Initial domain registration is PKR 4,299 + applicable tax for 2 years and may be paid before the trial or before the branded domain is activated. Domain renewal charges may increase and are payable by the Client.

4. DOMAIN & THIRD-PARTY COSTS

Where initial standard domain registration is purchased by the Client, every later renewal is separate and payable by the Client at the registrar's then-current fee and tax before expiry. The Provider will give a reminder where reasonably practical but is not responsible for expiry caused by late payment, registrar policy or third-party failure.

5. MAINTENANCE & CHANGE REQUESTS

While the subscription is active, the Provider may complete up to one hour of routine content changes in one request per calendar month, such as menu/product names, prices, availability, text or supplied images. Unused time does not roll over. Work exceeding one hour, redesign, bulk data entry, new functions or integrations will be quoted separately and started only after the Client's written approval.

6. CLIENT RESPONSIBILITIES

The Client will provide accurate, lawful content and permissions; secure credentials; timely access, feedback and approvals; and correct products, prices, taxes, hours and delivery rules. The Client remains the merchant responsible for food quality/safety, order fulfilment, delivery, refunds, customer support, privacy notices and compliance with applicable consumer and business laws.

7. INTELLECTUAL PROPERTY

The Provider retains all ownership and intellectual-property rights in the TezOrder platform, source/object code, templates, software architecture, system designs, database structures, methods, documentation, updates and improvements. No source code or platform ownership is sold or transferred. During an authorized active subscription, the Client receives a limited, non-exclusive, non-transferable licence to use the configured service only for its own business. The Client retains its trademarks, original content and lawful business/customer data, and grants the Provider the limited right to host and process them to deliver and support the service. The licence ends on termination; a reasonable data-export request may be made within 30 days, subject to settled balances and applicable law.

8. AVAILABILITY, DATA & THIRD PARTIES

The Provider will use commercially reasonable care, security and availability but cannot promise uninterrupted or error-free service. Maintenance and internet, hosting, domain, WordPress/WooCommerce, gateway, email or messaging-provider events may cause interruption and their own terms/fees apply. The Provider is not responsible for the Client's fulfilment or third-party failures. Each party will protect confidential information and follow applicable data/privacy requirements.

9. PAYMENT DELAY, SUSPENSION & TERMINATION

The Provider will send a courteous payment reminder. If an invoice remains unpaid for 30 calendar days after its due date, the Provider may temporarily suspend the website or admin access to control ongoing service costs and will restore it reasonably promptly after cleared payment. This is not intended as a penalty, and both parties should first try to resolve any billing question. Either party may terminate with 30 days' written notice. A material breach may be terminated if not cured within 7 days of written notice; illegal use or serious security abuse may justify immediate suspension. Accrued subscription, domain registration, renewal and approved third-party charges remain payable.

10. LIABILITY, FORCE MAJEURE & GENERAL TERMS

To the extent permitted by law, neither party is liable for indirect or consequential loss, and the Provider's total liability is limited to subscription fees paid in the previous three months, except for fraud, wilful misconduct or rights that cannot legally be limited. Neither party is liable for events beyond reasonable control. The Provider acts as an independent contractor. The parties will first attempt good-faith resolution for 15 days; this Agreement is governed by the laws of Pakistan and disputes will be submitted to the competent courts of Peshawar. This document and any signed proposal/order form are the entire agreement; amendments must be written and accepted by both parties. If any term is unenforceable, the remaining terms continue.

ACCEPTANCE

By signing, each party confirms authority to sign and accepts this Agreement, including electronic signatures and counterparts.

CLIENT AUTHORIZED SIGNATORY

Signature _____ **Date** _____

TEZORDER AUTHORIZED SIGNATORY

Signature _____ **Date** _____